

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

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*In the Matter of:*

Lake Creek Post Office  
Lake Creek, Texas

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Docket No. A2011-52

**UNITED STATES POSTAL SERVICE NOTICE OF FILING**  
(August 30, 2011)

By means of Order No. 825 (August 25, 2011), the Postal Regulatory Commission docketed correspondence from a customer of the Lake Creek, Texas Post Office, assigning PRC Docket No. A2011-52 as an appeal pursuant to 39 U.S.C. § 404(d). That Order, at page 3, set September 6, 2011 as the date by which “[t]he Postal Service shall file the administrative record regarding this appeal” or file any responsive pleading. This pleading responds to that directive.

The Postal Service is today filing the electronic version of the administrative record concerning the Final Determination to Close the Lake Creek, TX Post Office and Extend Rural Route Service.

Respectfully submitted,

UNITED STATES POSTAL SERVICE  
By its attorneys:

Anthony F. Alverno  
Chief Counsel, Global Business

Sonia Jain

475 L’Enfant Plaza, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2990; Fax -5418  
sonia.jain@usps.gov

OFFICIAL RECORD INDEX  
Lake Creek Texas 75450  
Docket: 1369563

ITEM	DESCRIPTION	Date Entered Into Record
1.	Request/approval to study for discontinuance	12/03/2010
2.	Notice (if appropriate) to Headquarters of suspension	N/A
3.	Notice (if appropriate) to customers/district personnel of suspension	N/A
4.	Highway map with community highlighted	12/07/2010
5.	Eviction notice (if appropriate)	N/A
6.	Building inspection report and original photos of building deficiencies (if appropriate)	12/07/2010
7.	Post Office and community photos	01/10/2011
8.	PS Form 150, Postmaster Workload Information	01/10/2011
9.	Worksheet for calculating work service credit	01/11/2011
10.	Window transaction record	12/27/2010
11.	Record of incoming mail	12/27/2010
12.	Record of dispatched mail	12/27/2010
13.	Administrative postmaster/OIC comments	12/09/2010
14.	Inspection Service/local law enforcement vandalism reports	12/20/2010
15.	Post Office fact sheet	01/26/2011
16.	Community fact sheet	12/15/2010
17.	Alternate service options/cost analysis	01/26/2011
18.	Form 4920, Post Office Closing or Consolidation Proposal – Fact sheet (with past 3 fiscal years revenue and revenue units)	02/08/2011
19.	Recommendation and Service Replacement Type	01/17/2011
20.	Questionnaire instruction letter to postmaster/OIC	01/25/2011
21.	Cover letter, questionnaire, and enclosures	01/26/2011
22.	Returned customer questionnaires and response letters	01/26/2011
23.	Analysis of questionnaires	03/03/2011
24.	Community meeting roster	03/17/2011

25. Community meeting analysis	03/17/2011
26. Community meeting letter (if community meeting held prior to questionnaire)	01/28/2011
27. Petition and Postal Service response letter (if appropriate)	N/A
28. Congressional inquiry and Postal Service response letter	04/25/2011
29. Proposal checklist	02/08/2011
30. District notification to Government Affairs	03/30/2011
31. Instructions to postmaster/OIC to post proposal	03/24/2011
32. Invitation for comments exhibit	03/30/2011
33. Proposal exhibit	03/30/2011
34. Comment form exhibit	03/24/2011
35. Instructions for postmaster/OIC to remove proposal	05/11/2011
36. Round-date stamped proposals and invitations for comments from affected offices	06/01/2011
37. Notification of taking proposal and comments under internal consideration	05/11/2011
38. Customer comments and Postal Service response letter	04/01/2011
39. Premature Postal Rate Commission appeal and Postal Service response letters (if appropriate)	N/A
40. Analysis of comments	06/01/2011
41. Revised proposal (if appropriate)	03/30/2011
42. Updated PS Form 4920 (if appropriate)	02/08/2011
43. Certification of Record	06/08/2011
44. Log of Post Office discontinuance Action	06/08/2011
45. Final Decision – Round date	08/20/2011

12/03/2010

VICTOR BENAVIDES  
DISTRICT MANAGER  
DALLAS PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the Ralph Hall congressional district.

Post Office Name:	LAKE CREEK
Zip+4 Code:	75150-9998
EAS Level:	11
Finance Number:	484865
County:	Delta
Proposed Admin Office:	COOPER PO
ADMIN Miles Away:	7.9
Near Office Name:	COOPER PO
Near Miles Away:	7.9
Number of Customers:	
Post Office Box:	28
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	116
Intermediate HCR:	0
City Delivery:	0
Total Customers:	144

Office does not carry 2 hours

KAY VAUGHAN  
Manager, Post Office Operations

Approval to Study for Discontinuance:

VICTOR BENAVIDES  
DISTRICT MANAGER  
DALLAS PFC

12/03/2010

DATE

*cc: Area Manager, Public Affairs and Communication*





DocId: 1369593

Page Nbr: 2

## NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: LAKE CREEK State: TX Zip Code: 75450  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: Ralph Hall County: Delta  
EAS Grade: 11 Finance Number: 484865  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Allison Rizen  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485

Date: 01/11/2011  
Fax No: (972)  
393-6691



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: LAKE CREEK State: TX Zip Code: 75450  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: Ralph Hall County: DALLA  
EAS Grade: 11 Finance Number: 484865  
Post Office: ☐ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Allison Rizan  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485

Date: 01/11/2011  
Fax No: (972)  
393-6691



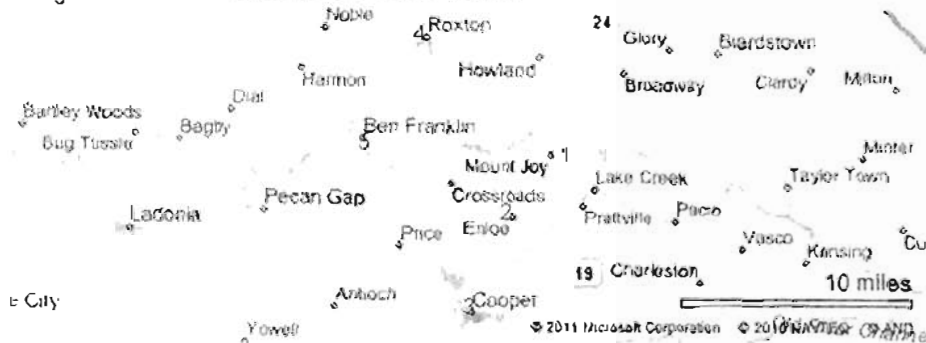
A Service of



# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 75450



Post Office™  
Location - LAKE  
CREEK  
2128 COUNTY ROAD  
4620  
LAKE CREEK, TX  
75450-9998  
(800) ASK-USPS  
(800) 275-8777  
(903) 395-2867

0.0 mi

Business Hours  
Mon-Fri  
8:00am-3:45pm  
Sat  
8:00am-9:00am  
Sun  
closed

Services  
[PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.

Post Office™  
Location - ENLOE  
1884 FARM ROAD  
2949 S  
ENLOE, TX 75441-  
9998  
(800) ASK-USPS  
(800) 275-8777  
(903) 395-4851

3.6 mi

Business Hours  
Mon-Fri  
8:30am-12:00pm  
12:30pm-4:00pm  
Sat  
8:30am-10:00am  
Sun  
closed

Services  
[PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.

Post Office™  
Location -  
COOPER  
150 E DALLAS AVE.  
COOPER, TX 75432-  
9998  
(800) ASK-USPS  
(800) 275-8777  
(903) 395-2711

7.9 mi

Business Hours  
Mon-Fri  
8:00am-4:00pm  
Sat-Sun  
closed

Services  
[PO Boxes Online](#)

Service hours may vary. Please  
check link for business hours.

- 4 **Post Office™**  
**Location -**  
**ROXTON**  
 208 HARRISON AVE  
 ROXTON, TX 75477-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 (903) 346-3432  
 8.2 mi
- Business Hours**  
 Mon-Fri  
 8:00am-12:00pm  
 1:00pm-4:00pm  
 Sat-Sun  
 closed
- Services**  
[PO Boxes Online](#)  
 Service hours may vary. Please check link for business hours.
- 5 **Post Office™**  
**Location - BEN**  
**FRANKLIN**  
 828 FARM ROAD 38  
 BEN FRANKLIN, TX 75415-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 (903) 325-4333  
 8.8 mi
- Business Hours**  
 Mon-Fri  
 8:00am-12:00pm  
 1:00pm-4:00pm  
 Sat-Sun  
 closed
- Services**  
[PO Boxes Online](#)  
 Service hours may vary. Please check link for business hours.

## Post Office™ Locations near 75450

## By City

LAKE CREEK   ENLOE   COOPER   ROXTON   BEN FRANKLIN

## By ZIP Code

75441	75432	75477	75415	75421	75448	75469	75460	75470	75468
75434	75481	75435	75437	75446	75416	75486	75449	75428	75482

## People and Business Search Find people and businesses at WhitePages.com

## People Search

Search for a person and perform a reverse lookup on phone numbers and addresses.

## Business Search

Search for a business by name or category nationwide.

## Reverse Phone Number

See who is calling you



Eviction Notice

A. Office

Name: LAKE CREEK State: TX Zip Code: 75450  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: Ralph Hall County: Delta  
EAS Grade: 11 Finance Number: 484865  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Alison Rizan  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485

Date: 06/01/2011  
Fax No: (972) 393-6335



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Building Inspection Report

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A. Office

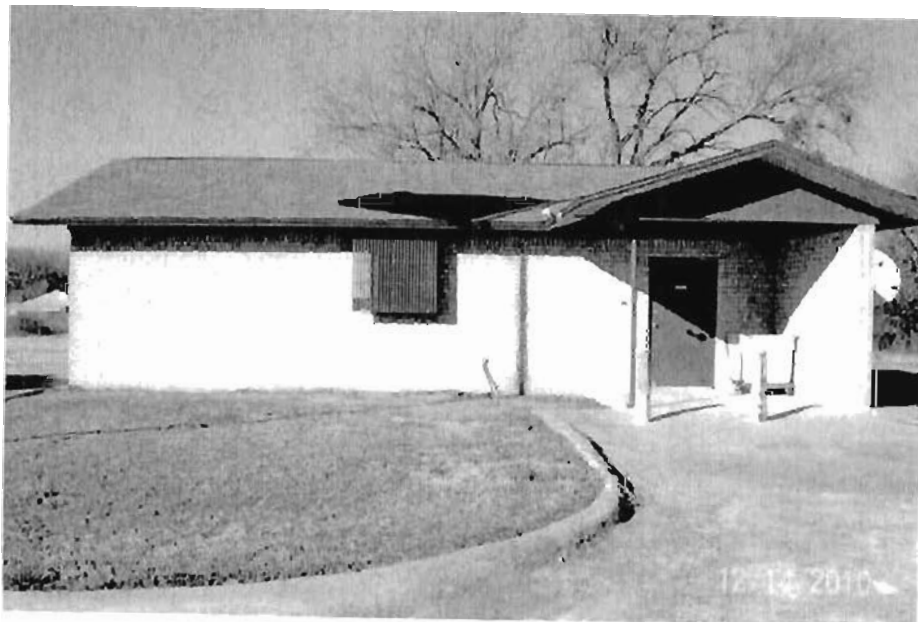
Name: LAKE CREEK State: TX Zip Code: 75450  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: Ralph Hall County: Delta  
EAS Grade: 11 Finance Number: 484865  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: Allison Rizan Date: 05/01/2011  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485 Fax No: (972) 393-6336

Lake Creek  
MPO

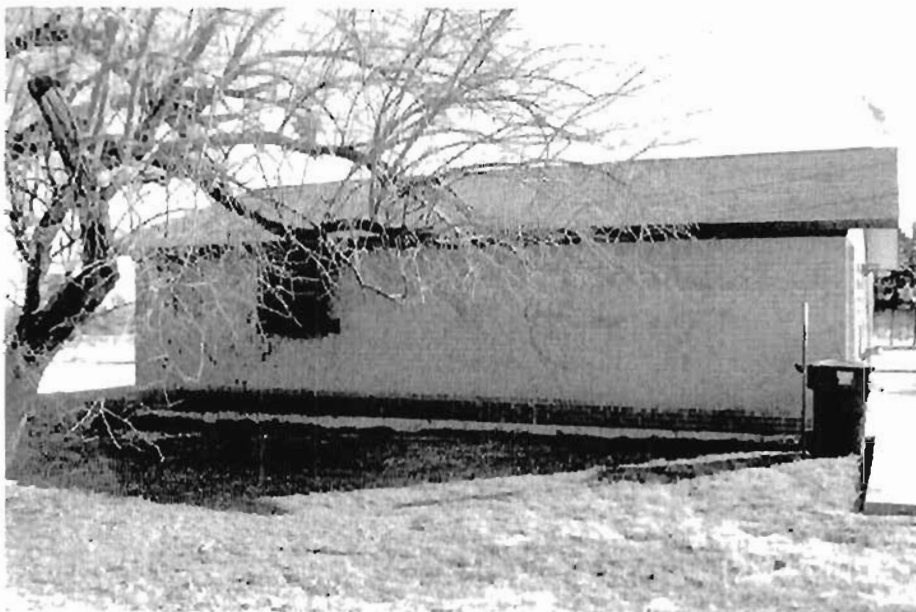
Front  
West Side



South  
Side

Lake Creek  
MPO

back  
East Side

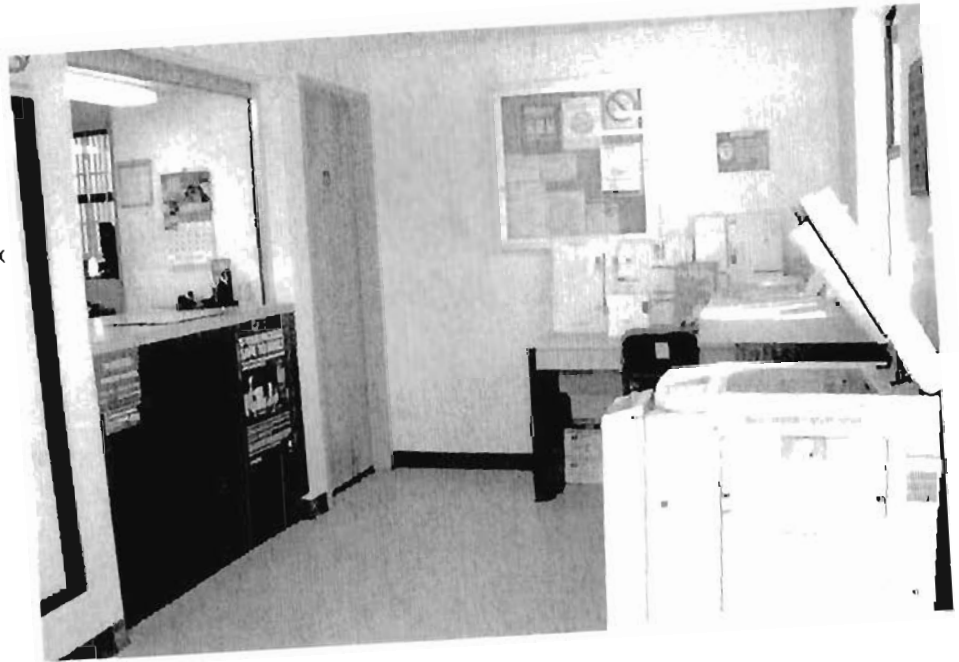


North  
Side

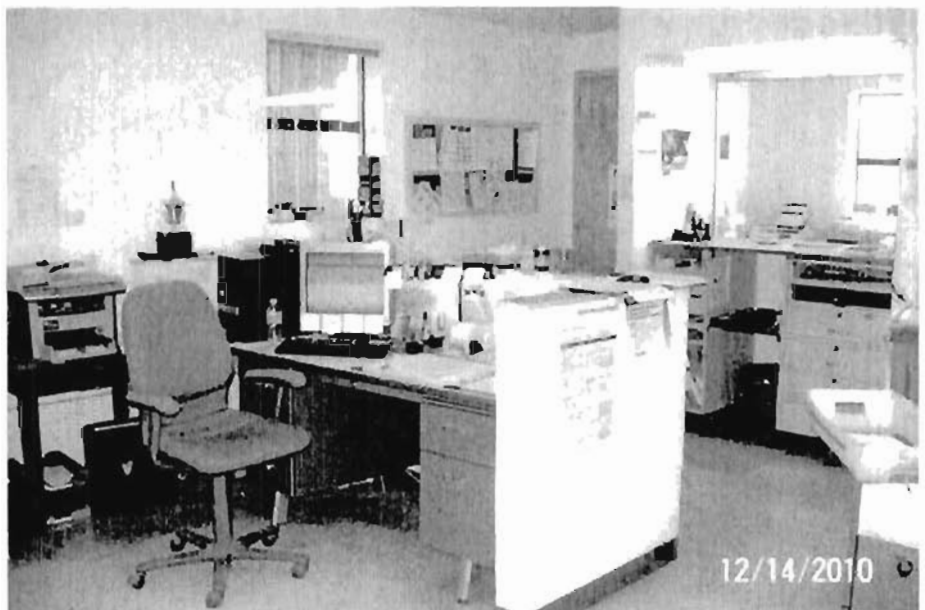


Lake Creek  
MPO

Lobby  
And  
Box  
Section



Laku Creek  
MPO  
Work  
Room



Lake Creek  
MPO

Parking Lot

West Side  
Of  
Building



South Side  
Of  
Building



Lake Creek  
MPO

East Side  
Of  
Building



North Side  
Of  
Building



## PS Form 150, Postmaster Workload Information

Docket 1369563  
Page Nbr 8

Post Office, State & Zip Code LAKE CREEK, TX 75450		Postmaster's Signature	Date 01/10/2011
District Office, State & Zip Code DALLAS PFC, TX 75099		District Manager's Signature BTPDM0	Date 01/10/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions or Reverse	
1.	Current Office Level		11
2.	Finance Number	(1-6)	484865
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	28
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	116
8.	Administrative Responsibility for Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-38)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" if yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 3 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	Y
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	Y
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(66)	N

## PS Form 150, Postmaster Workload Information

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	28	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	116	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

## Instructions

- Enter current evaluated office level.
- Enter the 2 digit post office finance number.
- Enter number of general delivery families served.
- Enter number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
  - A contract station is a detached finance unit manned by non-postal employees.
  - A rural station is a post office box delivery unit serviced by a rural carrier.
  - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 2 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

## Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a pulling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute loop stamps?

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Docket 1369563  
Page Nbr 9

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: LAKE CREEK PO

Office Zip+4: 75450-9998

District: DALLAS PFC

## Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	0	X 1.0	=	0
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	28	X 1.0	=	28
Possible City Deliveries (Item 5, PS Form 150)	0	X 1.33	=	0
Administrative Rural Boxes Served (Item 6, PS Form 150)	0	X 1.0	=	0
Intermediate Rural Boxes Served (Item 7, PS Form 150)	116	X 0.7	=	81
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	0	X 0.3	=	0
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	0	X 1.0	=	0
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	0	X 0.7	=	0
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	0	X 0.3	=	0
Total Activity WSCs				109

## Revenue WSCs

First	25 revenue units:	1.00	X	0 units	=	0.00
Next	275 revenue units:	0.50	X	0 units	=	0.00
Next	700 revenue units:	0.25	X	0 units	=	0.00
Next	5000 revenue units:	0.10	X	0 units	=	0.00
	Balance of revenue units:	0.01	X	0 units	=	0.00
Total revenue WSCs:						0.00

Activity WSCs 109 + Revenue WSCs = 0.00 Base WSCs 109.00 EAS Grade 1

Previous evaluation, EAS grade 11

Effective date of change in service hours: (if appropriate)  
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

ALLISON RIZAN

ALLISON.L.RIZAN@USPS.GOV

Printed Name

Signature

DALLAS PFC District Review Coordinator

Title

Date

## Window Transaction Survey

## Window Transaction Survey

PO Name:	LAKE CREEK	ZIP+4:	75450 - 9998	Completed By:
Survey Period:	12/11/2010	through	12/24/2010	

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (///) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales { 777 }	Priority Parcels (Money Orders { 1.083 })	Express Registered C.O.D. (1.969)	Passports Meter Settings { 5.06 }	Box Rent { 2.875 }	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.787)
Sat - 12/11	1	0	0	0	0	0	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	5	1	0	0	0	0	1	2
Tue - 12/14	9	9	0	0	0	0	0	1
Wed - 12/15	10	6	0	0	1	2	1	0
Thu - 12/16	7	12	0	0	0	3	0	2
Fri - 12/17	7	8	0	0	0	0	1	2
Sat - 12/18	0	0	0	0	0	0	0	0
Sun - 12/19	0	0	0	0	0	0	0	0
Mon - 12/20	14	13	0	0	0	1	1	2
Tue - 12/21	4	4	0	0	0	1	1	2
Wed - 12/22	9	1	0	0	1	1	0	2
Thu - 12/23	5	2	1	0	1	2	0	4
Fri - 12/24	2	2	0	0	0	2	3	2
TOTALS	73	58	1	0	3	12	8	19
Time Factor	X 777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.788
Daily Average	5.2	5.7	0.2	0.0	0.8	2.0	1.3	2.1
Average Number Daily Transactions:				15.8	Average Daily Retail Workload in Minutes.			
					17.3			



**Survey of Incoming Mail**Survey of Incoming Mail  
(Record in Pieces)

Post Office Name and Zip+4

LAKE CREEK 75450 - 9998

Dates Recorded

12/11/2010 through 12/24/2010

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 12/11	308	0	58	0	11	6	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	536	0	143	0	11	5	2	0
Tue - 12/14	312	0	57	0	4	2	1	0
Wed - 12/15	354	0	57	0	8	2	2	0
Thu - 12/16	315	0	57	0	9	0	0	0
Fri - 12/17	409	0	57	0	9	6	0	0
Sat - 12/18	222	0	29	0	5	0	0	0
Sun - 12/19	0	0	0	0	0	0	0	0
Mon - 12/20	431	0	115	0	13	7	0	0
Tue - 12/21	287	0	86	0	5	0	0	0
Wed - 12/22	295	0	13	0	6	3	1	0
Thu - 12/23	277	0	105	0	7	0	2	0
Fri - 12/24	450	0	57	0	5	4	0	0
TOTALS	4,196	0	834	0	93	35	8	0
Daily Average	349.7	0.0	69.5	0.0	7.8	2.9	0.7	0.0

Signature of Person Making Count:

Printed Name:

Date

12/27/10

**Conversion Rate**

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	2227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

# Survey of Dispatched Mail

Docket# 1369563

Page Nbr: 12

Survey of Dispatched Mail  
(Record in Pieces)

Post Office Name and Zip+4

LAKE CREEK 75450 - 9998

Dates Recorded

12/11/2010 through 12/24/2010

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 12/11	31	0	0	0	3	0	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	143	0	0	0	5	3	0	0
Tue - 12/14	137	0	2	0	6	1	0	0
Wed - 12/15	112	0	3	0	5	0	0	0
Thu - 12/16	212	0	0	0	10	2	0	0
Fri - 12/17	196	0	0	0	7	1	0	0
Sat - 12/18	42	0	0	0	0	0	0	0
Sun - 12/19	0	0	0	0	0	0	0	0
Mon - 12/20	227	0	1	0	11	2	0	0
Tue - 12/21	69	0	0	0	5	3	0	0
Wed - 12/22	140	0	1	0	5	0	0	0
Thu - 12/23	77	0	0	0	4	0	0	0
Fri - 12/24	21	0	0	0	2	0	0	0
TOTALS	1,407	0	7	0	93	12	0	0
Daily Average	117.3	0.0	0.6	0.0	7.8	1.0	0.0	0.0

Signature of Person Making Count:

Printed Name:

Date:

12/27/10

---

12/09/2010

OIC/POSTMASTER

SUBJECT: LAKE CREEK Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the LAKE CREEK Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the LAKE CREEK Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to ALLISON RIZAN by 12/23/2010. This information will be entered into the official record for public viewing.

Post Office Box	<u>28</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>116</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>144</u>

If you have any comments on alternate means of providing services to the LAKE CREEK customers, please provide them below:

ALLISON RIZAN  
Post Office Review Coordinator

Comments:

cc: Official Record

12/20/2010

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the LAKE CREEK Post Office, 75450 - 9998, located in Delta County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

ALLISON RIZAN  
Post Office Review Coordinator  
DALLAS PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record



12/06/2010

*Delta County Sheriff Office*

*200 W Bonham St  
Cooper Tx 75432*

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the LAKE CREEK Post Office, 75450 - 9998, located in Delta County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

*Allison Rizan*  
ALLISON RIZAN  
Post Office Review Coordinator  
DALLAS PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: 0

Comments/Findings:



cc: Official Record

*Herald H. League*  
*Sheriff*  
*12/10/10*

# Post Office Survey Sheet

Docket 1367563

Page Nbr 15

## Post Office Survey Sheet

Post Office Name LAKE CREEK ZIP+4 75450-9998  
 Congressional District Ralph Hall Date 01/26/2013

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

No deficiencies.

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? no cancellation clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

No

5. List potential CPO sites.

No

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

PMR - move to another office

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

HCR driver delivers mail at 7:00am mail is dispatched 4:00pm. No collection box will be retained. No Locked pouch. Rural carrier will deliver and pick up mail.

How Post Office boxes are installed? 83

How Post Office boxes are used? 28

What are the window service hours? 08:00 - 15:45 M-F

08:00 - 09:00 S

What are the lobby hours? 24 M-F

24 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain

no mail theft or vandalism reported.

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, sale)? <u>Postage meter and copier are rented.</u>
11.	List potential CBU/parcel locker sites and distances from present Post Office site: <u>No potential site.</u>
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? <u>One customer is blind.</u>
13.	<p>Rural delivery/HICR delivery.</p> <p>a. What is current evaluation? <u>45:44</u></p> <p>b. Will this change result in the route being overburned? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route? <u>adjust to aux route</u></p> <p>c. How many boxes and miles will be added to the route? <u>24, box 5 Miles</u></p> <p>d. What would be the additional annual expense if the route is increased? <u>4873</u></p> <p>e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? <u>0</u></p> <p>f. At what time of the day does the carrier begin delivery to the community? <u>11:00</u></p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? <u>0</u></p>
14.	<p>Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Post Office Box rates for a six month period group 5 Cooper \$20 \$28 \$50 \$90 \$155 \$500 group 6 Lake Creek \$14 \$22 \$38 \$65 \$115 \$450</p>

# Community Survey Sheet

Docket 1369563

Page Nbr 16

## Community Survey Sheet

Post Office Name	<u>LAKE CREEK</u>	ZIP+4	<u>75450-9998</u>
Congressional District	<u>Ralph Hall</u>	Date	<u>12/15/2010</u>

1. Incorporated? ☐ Yes ☒ No
 

Local government provided by:	<u>Delta County</u>
Police protection provided by:	<u>Delta Sheriff Office</u>
Fire protection provided by:	<u>Cooper Fire Department</u>
School location:	<u>Cooper or Chisum ISD</u>
2. What population growth is expected? (Please document your source)  
No expected growth expected
3. What residential, commercial, or business growth is expected? (Please document your source)  
No business growth expected.
4. History. (Are there any special historical events related to the community?  
 Are there any special community events to consider?  
 Is the Post Office facility a state or national historic landmark (see ASM 515.23)?  
 Check with the field real estate office when verification is needed.)  
Community is over 100 years old.
5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?  
retires 75%, commuters 10%, farmers 15%
6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center, Do employees of the office offer assistance to senior citizens and handicapped)?  
 What provisions can be made for these services if the Post Office is discontinued?  
Public Bulletin Board in lobby. OIC offers assistance to one blind customer. They would be able to have a neighbor assist them.



# Highway Contract Route Cost Analysis Form

Docket 1360563

Page No. 17

## Highway Contract Route Estimated Cost for Alternative Service

Office Name LAKE CREEK

Office Zip+4: 75450 -9998

District: DALLAS PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

# Rural Route Cost Analysis Form

Docket: 1369563

Page Nbr: 17a

## Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: LAKE CREEK

Office Zip+4: 75450 -9998

District: DALLAS PFC

1. Enter the number of additional boxes to be added to the rural route

24

2. Enter the number of additional miles to be added to the route

5.00

Total (additional boxes x volume factor) 41.04

3. Enter the number of additional boxes to be added to the rural route

24

Centralized boxes

0.00

x 1.00 Min

0.00

Regular L route boxes

0.00

x 1.82 Min

0.00

Regular Non-L route boxes

24.00

x 2.00 Min

48.00

Total additional box allowance 48.00

4. Enter the number of additional daily miles to be added to the rural route

5.00

x 12 Mileage  
Standard

60.00

Total additional minutes per week  
(miles carried to two decimal places) 149.04

5. Total additional annual minutes  
(additional minutes per week year)

149.04

x 52 Weeks

7,750.08

6. Total additional annual hours  
(additional annual minutes/  
60 minutes per hour)

7,750.08

/ 60 Minutes

129.17

7. Enter the rural cost per hour (see  
national payroll summary report - rural  
carrier, consolidated)

37.72

Total Annual Cost (additional annual hours x rural cost per hour) 4,872.22

8. Enter lock pouch allowance (if applicable)

0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 4,872.22

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared  01/11/2011																																								
2. Post Office Name LAKE CREEK		3. State and ZIP + 4 Code TX, 75450-9998																																										
4. District, Customer Service DALLAS PFC	5. Area, Customer Service DALLAS PFC	6. County Dallas	7. Congressional District Ralph Hall																																									
8. Reason for Proposal to Discontinue Office does not earn 2 hours		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																																								
<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p style="text-align: center;"><b>11. Staffing</b></p> <p>a. <input type="checkbox"/> PM Occupied <input checked="" type="checkbox"/> PM Vacancy Reason &amp; Date: retired 01/01/1900</p> <p>b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career</p> <p>c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11</p> <p>d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0</p> <p>e. No of Others- 1 No of Career- 0 No of Non-Career- 1</p> </div> <div style="width: 48%;"> <p style="text-align: center;"><b>12. Hours of Service</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>g. Time M-F 08:00 - 15:45</td> <td>h. Sat 08:00 - 09:00</td> <td rowspan="2" style="text-align: center;">Total Window Hours Per Week  41.00</td> </tr> <tr> <td>i. Lobby Time M-F 24</td> <td>j. Sat 24</td> </tr> </table> </div> </div>					g. Time M-F 08:00 - 15:45	h. Sat 08:00 - 09:00	Total Window Hours Per Week  41.00	i. Lobby Time M-F 24	j. Sat 24																																			
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a. FY  
2008  
2009  
2010

<b>Finances</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td> <b>15a. Quarters</b>  <input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 11/30/2016 Annual Leasing \$ 0300            30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)            Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No         </td> <td> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td> <b>15b. Receipts</b>            \$ 29,208            \$ 20,857            \$ 26,505         </td> <td> <b>15c. EAS Step 1 PM Basic Salary (no Cost)</b>            \$ 30492         </td> <td> <b>15d. PM Fringe Benefits (13.6% of b.)</b>            \$ 10,215         </td> </tr> </table> </td> </tr> </table>		<b>15a. Quarters</b> <input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 11/30/2016 Annual Leasing \$ 0300 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td> <b>15b. Receipts</b>            \$ 29,208            \$ 20,857            \$ 26,505         </td> <td> <b>15c. EAS Step 1 PM Basic Salary (no Cost)</b>            \$ 30492         </td> <td> <b>15d. PM Fringe Benefits (13.6% of b.)</b>            \$ 10,215         </td> </tr> </table>	<b>15b. Receipts</b> \$ 29,208 \$ 20,857 \$ 26,505	<b>15c. EAS Step 1 PM Basic Salary (no Cost)</b> \$ 30492	<b>15d. PM Fringe Benefits (13.6% of b.)</b> \$ 10,215																			
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<b>15e. Explain:</b> Post Office is located in a leased building. Lease expires in 11/30/2016. FSO is proposing buying out the lease. There are no alternate quarters available.																									
<b>17. Schools, Churches and Organizations in Service Area</b> No Schools 1 Church	<b>19. Administrative/Emanding Office (Proposed)</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Name</td> <td>COOPER PO</td> <td>EAS Level</td> <td>18</td> <td>Miles Away</td> <td>7.9</td> </tr> <tr> <td>Window Service Hours</td> <td>M-F 08:00 18:00</td> <td>SAT</td> <td>Closed</td> <td></td> <td></td> </tr> <tr> <td>Lobby Hours</td> <td>M-F 24 hours</td> <td>SAT</td> <td>24 hours</td> <td></td> <td></td> </tr> <tr> <td>PO Boxes Available</td> <td>82</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Name	COOPER PO	EAS Level	18	Miles Away	7.9	Window Service Hours	M-F 08:00 18:00	SAT	Closed			Lobby Hours	M-F 24 hours	SAT	24 hours			PO Boxes Available	82				
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<b>18. Businesses in Service Area</b> No Businesses	<b>20. Nearest Post Office (if different from above):</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Name</td> <td>COOPER PO</td> <td>EAS Level</td> <td>19</td> <td>Miles Away</td> <td>7.9</td> </tr> <tr> <td>Window Service Hours</td> <td>M-F 08:30 18:00</td> <td>SAT</td> <td>08:30 10:00</td> <td></td> <td></td> </tr> <tr> <td>Lobby Hours</td> <td>M-F 24 hours</td> <td>SAT</td> <td>24 hours</td> <td></td> <td></td> </tr> <tr> <td>PO Boxes Available</td> <td>66</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Name	COOPER PO	EAS Level	19	Miles Away	7.9	Window Service Hours	M-F 08:30 18:00	SAT	08:30 10:00			Lobby Hours	M-F 24 hours	SAT	24 hours			PO Boxes Available	66				
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<b>21. Prepared by</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>           Printed Name and Title            ALLISON RIZAN            PO Discontinuance Coordinator Name            ALLISON RIZAN            PS Form 4570, June 1993         </td> <td>           Signature            ALLISON RIZAN            Location            COPPELL, TX         </td> <td>           Telephone No. AC ( )            (972) 393-6485         </td> </tr> </table>		Printed Name and Title ALLISON RIZAN PO Discontinuance Coordinator Name ALLISON RIZAN PS Form 4570, June 1993	Signature ALLISON RIZAN Location COPPELL, TX	Telephone No. AC ( ) (972) 393-6485																					
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A. Office

Name: LAKE CREEK State: TX Zip Code: 75450  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: Ralph Hall County: Della  
EAS Grade: 11 Finance Number: 484865  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Allison Rizan  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485

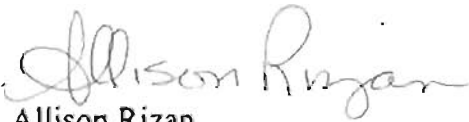
Date: 06/01/2011  
Fax No: (972) 393-6336

02/08/11

OIC/POSTMASTER

SUBJECT: LAKE CREEK Post Office

Enclosed are questionnaires addressed to customers of the LAKE CREEK Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 02/24/11 for further review.



Allison Rizan  
Post Office Review Coordinator  
Enclosures

01/28/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the LAKE CREEK Post Office retired on 01/02/2009. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 15.80 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at LAKE CREEK may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Rural Route Service emanating from the COOPER PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the COOPER PO, located 7.9 miles away. Hours of service at this office are 08:30-16:00, Monday through Friday, and 08:30-10:00 on Saturday. Post Office box service is available at this location at increased fees.

I invite you to think about a possible change to Rural Route Service. Please return the enclosed questionnaire by 02/23/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Lake Creek Methodist Church located at 569 FM 198 E on 02/23/2011 from 10:00 to 12:00, to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Allison Rizan at (972) 393-6485.

Thank you for your assistance.

Sincerely,



KAY VAUGHAN  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate),  
Summary of Post Office change regulations

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

---

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

---

Address:

---

Telephone:

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Date:

---

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Conover MPO

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

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---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Paris



Personal needs

Cooper



Banking

Cooper



Employment

Cooper



Social needs

Paris

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Amy Preas  
AMY PREAS

Address:

11069 FM 955 Lake Creek TX, 75450

Telephone:

903-269-0171

Date:

2-17-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

AMY PREAS

11969 FM 895  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Philly

Personal needs

//



Banking

//



Employment

commerce

Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Rick Mitchell

Address:

896 FR RD E.

Telephone:

Date:

2-22-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

BERT MITCHELL

896 FR 198 E.  
LAKE CREEK, TX 75450

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

PASS COOPER POST OFFICE DAILY -  
I USE IT

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☐ Banking☐ Employment☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

BILLY V. TEMPLETON

Address

695 CM 1210, LAKE CREEK, TX.

Telephone:

903 395 0540 C94 903 249 4556

Date

2/18/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



IF POSTAL SERVICE IS  
INTERESTED IN SAVING MONEY,  
I SUGGEST YOU DISCONTINUE  
RURAL DELIVERY ON SATURDAYS.

MOST BUSINESSES OPERATE 5 DAYS.

I CERTAINLY DO NOT GET  
ANYTHING IN THE MAIL ON SAT  
THAT COULD NOT WAIT UNTIL MON.  
WITH NO ADVERSE CONSEQUENCES.

B. V. (RIP) TEMPLETON  
COMMISSIONER PCT 1, DELTA CO.  
695 CR 1210  
LAKE CREEK, TX. 75450



---

03/01/2011

BILLY V (RIP) TEMPLETON

COMMISSIONER PCT 1 DELTA CO. 695 CR 1210  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Waiting for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Brenda Patterson

Address:

1609 County 4624 Lake City, TX 75450-6401

Telephone:

409-395-2353

Date:

2-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Packages at my mailbox. I take my mail packages to the post office AND Fed Ex. Thank you for the services at LAKE CITY POST OFFICE



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03/01/2011

BRENDA PATTERSON

1609 CR 4624  
75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter,

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel at a designated place, such as on your porch or under a carport.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never	Frequency	Other
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 4 times a week	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Reselling/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☒ Banking☒ Employment☐ Social needs

Paris / Cooper / Commerce / Sulphur Springs  
 Same  
 Cooper / Dallas  
 Home Office / Travel  
 N/A

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Buck Pearson

Address

2380 FM 198E Lake Creek, TX 75450

Telephone:

(723) 385-2443

Date:

2/15/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

BRUCE PEARSON

2382 FM 198 E  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX. 75099-9993



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Other Postal Services</b>				
a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO		
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO		
<b>Nonpostal Services</b>				
a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO		
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO		
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO		
If yes, please explain:	<hr/>			
d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO		
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO		
If yes, please explain:	<hr/>			

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain

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3. If you previously received carrier delivery, there will be no change to your delivery service - proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☐ Banking☐ Employment☐ Social needs

Paris, Sulphur Springs, Cooper

Cooper

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Cooper

Name:

Buddie & Pearl Smith

Address:

1191 CR 1225 LAKE CREEK

Telephone:

Date:

2-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

BUDDIE & PEARE SMITH

1191 CR 1225

LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan

Manager, Post Office Operations

951 W Bethel Rd

Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

- 1 Please check the appropriate box to indicate whether you used the LAKE CRLEK Post Office for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Super Springs  
Carroll, Texas Shopping - personal - Lake Creek

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Cooper, Paris, Dallas Area



Personal needs

Paris -



Banking

Cooper



Employment

Re -



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Carl &amp; Carolyn Warden

Address:

420 CR 1200 Lake Creek TX 75450

Telephone:

(403) 395-2810

Date:

2-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We would hate to leave the PO. at Lk. Creek - but our carrier is always late w/mail. Sometimes wonder if, when we don't have mail, if he even makes our route.



03/01/2011

CARL & CAROLYN WARDEN

420 CR 1200

LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the adminoffice post office located admindistance miles away.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Packages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Seldom
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Seldom
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

Retired

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

I won't need to go to the Post Office

- 4 For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking

M/A

Employment



Social needs

- 5 Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

David Santos Jr.

Address:

PO Box 24 Lake Creek Tx 75450

Telephone:

903 395 2290

Date:

Feb 16, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





---

03/01/2011

DAVID SANTOS JR

PO BOX 24  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following.

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☒ No Opinion☐ Worse

If yes, please explain.

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Darin A. Liberman

Address:

Box 42

Telephone:

972 835 2830

Date:

Feb 16<sup>th</sup> 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

DAVIS A. WARRAU

PO BOX 42

LAKE CREEK, TX 75450

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service ... proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☒ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply) Where do you go to obtain these services?

☐ Shopping Paris

☐ Personal needs Paris

☐ Banking Cooper

☐ Employment None

☐ Social needs Paris - Cooper

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Deland Patterson

Address:

4905 FM 198E Lake Creek, TX 75450

Telephone:

---

Date:

2 - 24 - 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

DELORES PATTERSON

4805 FM 198 E.  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resending/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---



- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☒ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

NA If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Dennis Pearson

Address:

3262 FR 199 E

Telephone:

903-395-4569

Date:

2-16-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I don't want to see anyone lose their job.

Please make drastic cuts in entitlement programs and eliminate Obamacare — problem solved.



---

03/01/2011

DENNIS PEARSON

3262 FM 198 E  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Proper and/or 1.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Cooper's Food



Personal needs

Cooper's Food



Banking

Cooper's



Employment

Habitat



Social needs

Cooper's Food

- Do you currently use local businesses in the community?



Yes



No

There are NONE

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

There are NO local businesses.

Name:

Dolores Jackson

Address:

5553 FM 895 Lake Creek TX 75450

Telephone:

903.395.2397

Date:

February 17 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Our mail carrier also delivers newspapers. Paper mail before he delivers newspapers. Our services should be the same without the Lake Creek Post Office or maybe even better.



---

03/01/2011

DOLORES JACKSON

5553 FM 895

LAKE CREEK, TX 75450

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Paris, Tx



Personal needs

Paris, Tx



Banking

Cooper &amp; Paris



Employment



Social needs

Paris, Tx

5. Do you currently use local businesses in the community?


☐ No

Not any

If yes, would you continue to use them if the Post Office is discontinued?


☐ No

Not any

Name:

Don &amp; Shirley Smith

Address:

9687 FR 895, Lake Creek, Tx 75450

Telephone:

903-395-2202

Date:

2-23-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We want to keep the Post Office in Lake Creek — if not for 8 hours a day — for 1/2 of a day!



03/01/2011

DON & SHIRLEY SMITH

9687 FR 895

LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☒ YES ☐ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

*if they can't walk*

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Paris + Cooper

☒ Personal needs

Paris + Cooper

☒ Banking

Cooper

☒ Employment

Lake Creek

☒ Social needs

None

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

not in Lake Creek in Paris + Cooper

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name.

Dorothy Hummer

Address.

770 C R 4135 Cooper Ar 75432

Telephone

903 395 4425

Date

2-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I don't like Cooper P.O. I can't climb the tall steps. They are not friendly in there.



03/01/2011

DOROTHY DUNANIS

770 CR 4135

COOPER, TX 75432

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the adminoffice postmaster.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain.

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



If yes, would you continue to use them if the Post Office is discontinued?



Name:

Dorothy Elliott

Address:

2032 CR 1140 Lake Creek, Tx 75450

Telephone:

903-517-3805

Date:

2-21-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

01/01/2011

DOROTHY ELLIOTT

2032 CR 1140  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain

---

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Paris, Cooper



Personal needs

Paris



Banking

McKinney — maybe 3-4 times a yr



Employment

Rutledge



Social needs

Paris

5. Do you currently use local businesses in the community?



Yes



No

There are no businesses in Lake Creek

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

NA

Name:

Edmund &amp; Rita Houghtlin

Address:

6317 FM 198 E, Lake Creek 75450

Telephone:

903-395-3466

Date:

2-23-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

*It is wonderful*





---

03/01/2011

EDWARD & RETA HOUGHTLIN

6317 FM 198 E.  
LAKE CREEK, TX 75450

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Waiting for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
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If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☒ Banking☒ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Greg Walker  
Ray - Carol Paulikowski Jr

Address:

9936 Fm 895 Lake Creek

Telephone:

903-395-3355

Date:

2-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

What you are saying would be  
fine But The mail carrier is not  
Dependable he shows up anywhere from  
1:30 PM to 4:30 PM. When Roy Hawsley  
was Delivering our mail it was at  
10:30 AM Sharp. Do you expect me  
and my family to sit at The mailbox  
from 1:30 PM till whenever he Decides  
to come Thank you No. I wish there  
was another way To get my mail  
other than Driving 8 miles to get  
mail or stamps

Roy Paulsley  
Roy Walker

Docket: 1369563

Page Nbr:

22-052



**POST OFFICE ON WHEELS  
SERVICES AVAILABLE FROM RURAL AND  
HIGHWAY CONTRACT ROUTE CARRIERS**

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are.

**MAILING PACKAGES**

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

I can call my Post office and have  
my mail held for a certain day  
Thank But No Thanks  
~~Post your carriers~~ Reg  
D.H.



---

03/01/2011

GREG WALKER

9936 FM 895  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993



03/01/2011

RAY & CAROL PAWLIKOWSKI JR.

9936 FM 886  
LAKE CREEK, TX 75450

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis; however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the adminoffice post office located admindistance miles away.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain.

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Meeting place

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

~~FOR~~ WE RECEIVE CHECKS AND OTHER BUSINESS  
CORRESPONDENCE WHICH WE WOULD NOT LIKE TO BE PUT IN  
OUR MAIL BOX.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

☐

Personal needs

☐

Banking

☐

Employment

☐

Social needs

This is a  
farming and  
Ranch AREA

5. Do you currently use local businesses in the community?

☒

Yes

☐

No

If yes, would you continue to use them if the Post Office is discontinued?

☐

Yes

☒

No

Name:

JB Collins

Address:

P.O. Box 12 Lake Creek TX

Telephone:

903.395.4559

Date

2/24/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

REASONS THIS IS A BAD IDEA.

1. I would NOT FEEL COMFORTABLE RECEIVING MY BUSINESS MAIL BY ROUTE DELIVERY SERVICE.
2. WE RELY ON THE POST MASTER TO HELP BOX AND MAIL TRACTOR PARTS TO BE REPAIRED.
3. WE RECEIVE OUR MEDICINES BY MAIL IN BOXES LARGER THAN OUR MAIL BOX.



03/01/2011

J B COLLINS

PO BOX 12  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain

LAKE CREEK, PARIS

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

James Bradshaw

Address:

11830 Elm St 895 Lakewood, TX

Telephone:

903-395-2091

Date:

2/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

The carriers you have now need to work a whole day for a days pay.

Some carriers are home but not now for a days pay



03/01/2011

JAMES BRADSHAW

4830 FM 895  
LAKE CREEK, TX 75450

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however, mail volumes and weather conditions often affect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_\_ miles away.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain.

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain.

---

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain.

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



If yes, would you continue to use them if the Post Office is discontinued?



Name.

James Hart

Address.

102 CR. 4385

Telephone:

903-272-5979

Date.

2-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

PLEASE DON'T GET RID OF OUR LOCAL  
POST OFFICE

Thank you



03/01/2011

JAMES HART

102 CR 4385  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspendoffice name and ZIP Code suspendzip in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX. 75099-9993



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

This Place is easy to get to

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

to much work for him.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

None

☐

Personal needs

☐

Banking

☐

Employment

☐

Social needs

5. Do you currently use local businesses in the community?

☒

Yes

☐

No

Farming

If yes, would you continue to use them if the Post Office is discontinued?

☒

Yes

☐

No

Name:

James Lynn Collins

Address:

7762 TX Hwy 24

Telephone:

903-395-2608

Date:

2/24/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

This post office is the life line in this community. Please cut hrs or just leave boxes so we can get our mail.



03/01/2011

JAMES LYNN COLLINS

7762 TX HWY 24  
LAKE CREEK, TX 75450

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

---

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Paris Cooper☒ Personal needs Paris Cooper☒ Banking Cooper☒ Employment N/A Retired☒ Social needs Cooper

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Jeff & Ruth Power

Address:

395 C.A. 1225 Lake Creek Tx 75450

Telephone:

903-395-2209

Date:

Feb 16, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I live 6 miles from Lake Creek  
and 13 miles from Cooper.

There are NO services  
where I live except for  
my Church, EDBC and  
Comm Center.



03/01/2011

JEFF & RUTH POWERS

395 CR 1225  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

N/A

☐

Personal needs

☐

Banking

☐

Employment

☐

Social needs

N/A

5. Do you currently use local businesses in the community?

☒

Yes

☐

No

If yes, would you continue to use them if the Post Office is discontinued?

☒

Yes

☐

No

Name

Jana Williams

Address

3300 CR 1220 LAKE CREEK TX. 75450

Telephone:

903-395-2171

Date:

2-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





---

03/01/2011

JIM WILLIAMS

3300 CR 1220  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following.

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain.

- a. Using public bulletin board ☒ YES ☐ NO
- b. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain

I work in Cooper. I bank in Paris

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

WE were always replacing our mail box due to damage. Farmers were always hitting it. The cost of this added up. Fast, when our mail box was on FIRE! they wanted us to move it to \$1140 for the carrier's safety.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Paris, Commerce☒ Personal needs Paris☒ Banking Paris☒ Employment Cooper & Paris☒ Social needs Cooper, Paris, Sulphur Springs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Jimmy &amp; Anita Copeland

Address:

PO Box 31 Lake Creek, TX 75450

Telephone:

(903) 395-4684

Date:

2-19-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/01/2011

JIMMY & ANITA COPELAND

PO BOX 31  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
--------------------------------	------------------------------	--

e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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If yes, please explain:

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2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
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If yes, please explain:

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- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping Paris Tx☐ Personal needs☒ Banking Paris Tx☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ NoName: Jimmy + Tina LoveAddress: 546 CK 1300 75450Telephone: 903-249-9677Date 2-23-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Please keep our post office open. We have a mail carrier, Tom Hill, who is totally unreliable. I have made ~~apt~~ complaints as ~~re~~ everyone else in our community has and it does no good.

Thanks  
Jimmy + Tina Love



03/01/2011

JIMMY & TINA LOVE

546 CR1300  
. 75450

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

---



- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

John Barker

Address:

5346 FM 895

Telephone:

903 - 395 - 4413

Date

2-15-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

JOHN BAKER

5346 FM 895  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain.

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain.

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain. I currently receive all mail via PO Box and have no mailbox at home. Residence is very rural w/ no security. Prefer to receive mail with the security of the PO Box. Rural mailbox will have no security and will be target of vandalism.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☒ Banking☒ Employment☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No There is no local business

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No N/A

Name: KARL KOPPEL

Address: 501 CR 439.5 LAKE CREEK, TX 75450

Telephone 214-500-2889

Date: 2/15/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I could never allow sensitive mail to be delivered to a rural mailbox, given where I live. I would have to get another P.O. box somewhere and the nearest P.O.'s are either Paris or Cooper. Is it possible to close the window service and maintain just the P.O. Box deliveries? Or replace the existing P.O. box location with a cluster of lockable mailboxes similar to what is used in some high density or rural developments?



03/01/2011

KARL KERR

501 CR 4395

LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Linda Foote

Address:

119 FM 1335 - Cooper, TX 75432

Telephone:

903 395-4823

Date:

2-24-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I live 1 block North of the Lake Creek Post office with a 911 Cooper zip code -



03/01/2011

LINDA FOOTE

119 FM 1335  
COOPER, TX 75432

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W. Bethel Rd  
Coppell, TX, 75099-9993



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain.

---

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- ☐ YES ☒ NO

If yes, please explain.

---

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- j. Entering permit mailings ☐ YES ☒ NO
- k. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- l. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- m. Using for school bus stop ☐ YES ☒ NO
- n. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

I take a lot of mail to office for disabled

- o. Using public bulletin board ☒ YES ☐ NO
- p. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

We live on Hwy 24. He's never consistent.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

Paris TX

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name

Lori Collins

Address:

P.O. Box 12Lake Creek TX

Telephone:

903.395.4559

Date:

2/24/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/01/2011

LORI COLLINS

PO BOX 12  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_\_ miles away.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☒ YES ☐ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*when I go to Paris once a week I pass a post office. If Lake Creek closes I will probably pay bills online.*

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

I don't want my mail left a  
 1/2 mile from my house. I live in a pasture  
 1/2 mile off the road.

4. For which of the following do you leave your community? (Check all that apply) Where do you go to obtain these services?



Shopping

Paris



Personal needs

Paris



Banking

Paris



Employment

Lake Creek



Social needs

Lake Creek

5. Do you currently use local businesses in the community?



Yes



No

some

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

LYNNE P. LONG

Address:

P.O. BOX 35 LAKE CREEK, TX 75450

Telephone:

(903) 395-2414

Date:

2/16/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I will have a post office box some where. I do not go into Coeur or Paris but once a week and will only pick up my mail once a week if this post office closes down. It will be a night mare for me and the other post office. my house is  $\frac{1}{2}$  mile off the highway and I do not want my mail on the road. Unless delivery will be brought to my house your rural route is worthless to me

Sincerely

Lynne P. Long



03/01/2011

LYNNE P. LONG

PO BOX 35

LAKE CREEK, TX 75450

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located \_\_\_\_\_ miles away.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain.

---

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain.

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Sulphur Springs, Cooper, Penix
- ☒ Personal needs Yes
- ☒ Banking Cooper
- ☐ Employment Retired
- ☒ Social needs visit friends and relatives

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Michael Barnwell

Address:

5915 FM 895 Lake Creek, TX. 75450

Telephone:

903-243-6789

Date:

Feb. 16, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

MICHAEL BARNWELL

5915 FM 895

LAKE CREEK, TX 75460

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-0993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> seldom
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> seldom
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> seldom
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> seldom
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☒ Banking☐ Employment

Retired

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Pat Moses

Address: 4847 F W 198 E Lake Creek, TX 75450

Telephone: 903-395-2273

Date: 2 17 - 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

PAT MOSES

4847 FM 198 E  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following.

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

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- d. Using public bulletin board ☐ YES ☒ NO
- e. Other: ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

*It is a convenience to have the Post office. I don't have to go out of my way to get things done.*

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☒ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Walmart - Lees Ferry☒ Personal needs also☒ Banking Paris☒ Employment Paris 7-3:30☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No - there are none in Lees Ferry

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ NoName: Patricia ParawayAddress: P.O. Box 162 Lake Park Tex.Telephone: 903-395-4534Date: 2-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





---

03/01/2011

PATRICIA CALOWAY

PO BOX 102  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

February 14, 2011

To Whom it may concern:

We receive our mail in a post office box at the Lake Creek post office. This is very convenient for us as we have a large farming operation. It would be very difficult for us to time our day to meet the rural mail carrier to buy stamps or take care of other business normally taken care of at the post office.

We receive and send checks through the mail on a daily basis as part of our business operation. We will not be comfortable having these items in the isolated mail box for long periods of time.

I hope you will reconsider closing this post office. It is very convenient to all the residents in this area.

Thank you  
Paul & Teresa Burt  
P O Box 26  
Lake Creek, Tx 75450

Is it possible to re-negotiate the rent as opposed to the owner losing the total amount. Cut the hours of operation and still deliver to the P O boxes.

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain.

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Paris / Cooper



Personal needs

11



Banking

Cooper



Employment



Social needs

5. Do you currently use local businesses in the community?



there's only the post office

If yes, would you continue to use them if the Post Office is discontinued?



there are none

Name:

Teresa Burt

Address:

PO Box 26, Lake Creek

Telephone:

903-395-2825

Date:

2/14/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/01/2011

PAUL & TERESA BURT

PO BOX 26

LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_\_ miles away.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following.

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain.

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

Paris

5. Do you currently use local businesses in the community?



If yes, would you continue to use them if the Post Office is discontinued?



Name:

Rodney &amp; Dawn Price

Address:

7016 Elm 19<sup>th</sup> E Lake Creek TX 75450

Telephone

903 513 9393

Date:

2-19-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Docket: 1369563

Page Nbr: 22-114

03/01/2011

RODNEY & DAWN PRICE

706 FM 198 E  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX. 75099-9993



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Listening permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

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- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Cooper P.O.

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

Our carrier is not consistent  
on delivery.

4. For which of the following do you leave your community? (Check all that apply) Where do you go to obtain these services?



Shopping

Paris

Personal needs

Cooper & Paris

Banking

Cooper

Employment



Social needs

Paris & Cooper

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name.

Ronal E Debbie Kinnear

Address.

1001 CR 1300 Lake Creek IA 75450

Telephone.

903-395-2695

Date:

2-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Feb. 24, 2011

My name is Debbie Kennemer. My husband and I farm and ranch in Kensing, which is 12 miles from the Lake Creek Post office. Cooper Post office is 25 miles from our home. We use the U.S. Postal Service to conduct our business transactions and correspondence. We need a dependable carrier in order to make sure our business mail gets to the proper place. If you depend on the carrier to do all the other transactions instead of the post office, I believe there will be many problems for the U.S. Postal Service.

The Lake Creek Post office is very dependable and very convenient, plus the elderly people in this area rely on the Lake Creek Post office. Please consider allowing the Lake Creek Post office to stay open for half a day. Please try this on a trial basis. Thank you for listening.



03/01/2011

RONAL & DEBBIE KENNEMER

1001 CR 1300  
LAKE CREEK, TX 75450

Dear Postal Service Customer

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_\_ miles away.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following.

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> <i>delivered</i>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Perry / Cooper

Personal needs

Perry / Cooper

Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name

Ronald Virginia Pedraza

Address:

2194 FM 198 E Lakeland, TX 75450

Telephone:

903-395-4231

Date:

2-16-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



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03/01/2011

RONALD & VIRGINIA PEARSON

2194 FM 198 E  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
1. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☒ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply) Where do you go to obtain these services?

- ☒ Shopping Cooper
- ☒ Personal needs Cooper
- ☒ Banking MT Pleasant - Thinking about Cooper
- ☐ Employment
- ☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No Cooper

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Sharon Chapman - Anthony D. Chapman

Address: 8871 FM 895

Telephone: 903-932-3759

Date: 2-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

DAVID ARON & ANTHONY D. CHAPMAN

8871 FM 895  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

There are no businesses near the Lake Creek P.O. Cooper is the closest.

Name:

Stacy Renee

Address:

3199 CR 1220, Lake Creek, TX 75460

Telephone:

903.395.4893

Date:

2.21.11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

My husband and I currently work in the DFW metro area, Carrollton and Irving. Any parcels we need to send we send from work. We buy stamps by putting the order in our mailbox and having them delivered to the house.



---

03/01/2011

STACY RENESTO

3199 CR 1220  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Closer to house

Moving Mail Box

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☒ Banking☐ Employment☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Susie Nabors

Address: 4579 FM 895 Lake Creek Tx 75450-4839

Telephone: 903-395-4808

Date: 2-15-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



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03/01/2011

SUSIE NABORS

4579 FM 895

LAKE CREEK, TX 75450

Dear Postal Service Customer,

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

parents, neighbors

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

N/A

☐

Personal needs

N/A

☐

Banking

N/A

☐

Employment

N/A

☐

Social needs

N/A

5. Do you currently use local businesses in the community?

☐

Yes

☐

No

If yes, would you continue to use them if the Post Office is discontinued?

☐

Yes

☒

No

Name:

---

Address:

---

Telephone:

---

Date:

---

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

What happened to 'Customer Service'?



03/01/2011

UNKNOWN

LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

---

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☒ Just as Good☐ No Opinion☐ Worse

If yes, please explain.

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☒ Banking☐ Employment☒ Social needs

N/A retired

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

W. J. Burns

Address:

7688 TX Hwy 24 N Cooper, TX 75432

Telephone:

903-348-2861

Date:

Feb. 18, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

03/01/2011

W. J. BURNS

7688 TX HWY 24 N  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the LAKE CREEK Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

---



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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

*None*  
*All Local Delta County*

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

*Because I support Local Post Office*

Name: *William E. Miller*

Address: *P.O. Box 57 Lake Creek, TX 75450*

Telephone: *903-395-3255*

Date: *2-21-2011*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

*but Old folks in this Area Depend on  
 Our Local Post Office*

*William E. Miller*





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03/01/2011

WILLIAM E. MILLER

PO BOX 57  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the LAKE CREEK Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the LAKE CREEK Post Office should be pursued, a formal proposal will be posted in the LAKE CREEK Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan  
Manager, Post Office Operations  
951 W Belhel Rd  
Coppell, TX, 75099-9993

## Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the LAKE CREEK Post Office on 01/26/2011. Additionally, during the survey period, questionnaires were available at the LAKE CREEK Post Office to walk-in retail customers.

### 1. Number of Questionnaires

Total questionnaires distributed	144
Favorable to proposal	4
Unfavorable to proposal	30
Expressing no opinion	19
Total questionnaires received	53

### Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):  
No Concern  
Response:
2. Concern (No Opinion):  
No Concern  
Response:
3. Concern (UnFavorable):  
Customer expressed a concern about irregular hours that the rural route serves the community  
Response:  
You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located \_\_\_\_\_ miles away.
4. Concern (UnFavorable):  
Customer expressed a concern about irregular hours that the rural route serves the community  
Response:  
You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the adminoffice post office located admindistance miles away.
5. Concern (UnFavorable):  
Customer expressed a concern about leaving money in the mailbox  
Response:  
You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
6. Concern (UnFavorable):  
Customer expressed a concern about package delivery and pickup  
Response:  
You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
7. Concern (UnFavorable):  
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages  
Response:  
You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
8. Concern (UnFavorable):  
Customers expressed concern about having to erect a rural mailbox  
Response:  
You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes.

9. **Concern (UnFavorable):**  
Customers expressed concern for loss of community identity  
**Response:**  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
10. **Concern (UnFavorable):**  
Customers expressed concern for loss of community identity  
**Response:**  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspendzip in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
11. **Concern (UnFavorable):**  
Customers expressed concern for those customers with disabilities who are not able to go to adminoffice: Post Office to pick up their mail  
**Response:**  
You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the adminoffice postmaster
12. **Concern (UnFavorable):**  
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community  
**Response:**  
You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
13. **Concern (UnFavorable):**  
Customers expressed concern over the dependability of rural route service  
**Response:**  
You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
14. **Concern (UnFavorable):**  
Customers inquired about mailbox installation and maintenance  
**Response:**  
You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
15. **Concern (UnFavorable):**  
Customers said they would miss the special attention and assistance provided by the personnel at the  
**Response:**
16. **Concern (UnFavorable):**  
Customers were concerned about loss of employment in the community  
**Response:**  
You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
17. **Concern (UnFavorable):**  
Customers were concerned about mail security  
**Response:**  
You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
18. **Concern (UnFavorable):**  
Customers were concerned about senior citizens

Response:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

19. Concern (Unfavorable):  
No Concern

Response:

20. Concern (Unfavorable):  
You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office are available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

#### **Nonpostal Concerns**

The following nonpostal concerns were expressed

1. Concern (Unfavorable):  
Customer expressed a concern about their 911 address

Response:

You expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

### Community Meeting Roster

Postal Service Representative (Names and Titles):

Date. 02/23/2011

Kay Vaughan MPOO

Time 10:00

Randell Hayes Postmaster Cooper

Allison Rizan OPS/CSA

Total Number of Customers Present:

19

Place: Lake Creek Methodist Church located at 569  
FM 198 E

This document may become a part of the official record that will be available for public viewing

**Names of Customers Present:**

[illegible]

## Community Meeting Roster

Postal Service Representative (Names and Titles):

Kay Vaughan MPOD

Randell Hayes Postmaster Cooper

Allison Rizan OPS/CSA

Date: 02/23/2011

Time 10:00

Total Number of Customers Present:

0

Lake Creek Methodist Church located at 569  
Place: FM 198 E

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Serena Burt	P.O. Box 20, Lake Creek	75450	903-395-2825
Lori Collins	P.O. Box 12 Lake Creek	75450	903-395-4559
Dorothy Elliott	2032 CR 1140 Lake Creek	75450	903-517-3805
Ronnie Pearson	7262 FM 198 E Lake Creek	75450	903-395-4569
How Pearson	2144 FM 198 E Lake Creek	75450	903-395-4871
Virginia Pearson	2194 FM 198 E	75450	903-395-4231
Ed & Ruby Houghton	P.O. Box 83		903-395-2466
Debbie Kennedy	1001 CR 1300 Lake Creek	75450	903-395-2695
Shirley Smith	9687 Fx 895 Lake Creek	75450	903-395-2202
Paul Burt	P.O. Box 26 Lake Creek	75450	903-395-2825
MARK BAIRD	P.O. Box 55	75450	903-395-2577
J COLLINS	P.O. Box 12	75450	903-782-6747
Jimmy & Tina Luvie	846 CR 1300	75450	903-249-9677
Linda L Baker	PO Box 63	75450	903-395-2395
William E. Miller	P.O. Box 57	75450	903-395-3255
Cathy Lebride	420 CR 1300	75450	903-395-2810
Lynne P. Long	P.O. Box 35	75450	903-395-2414
Brock Pearson	2382 FM 198 E	75450	903-395-2443

[illegible]

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. **Concern (No Opinion):**  
Customers inquired about mailbox installation and maintenance  
**Response:**  
You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
2. **Concern (No Opinion):**  
Customers were concerned about permit mailing  
**Response:**  
You expressed a concern about permit mailing that was input at the suspended Post Office. Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
3. **Concern (Unfavorable):**  
Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages  
**Response:**  
You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
4. **Concern (Unfavorable):**  
Customer expressed a concern about irregular hours that the rural route serves the community  
**Response:**  
You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 7.90 miles away.
5. **Concern (Unfavorable):**  
Can the rural carrier deliver the mail to the Post Office Boxes?  
**Response:**  
No, because we would still have to maintain the building.
6. **Concern (Unfavorable):**  
Customer expressed a concern about package delivery and pickup  
**Response:**  
You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
7. **Concern (Unfavorable):**  
Customers expressed concern over the dependability of rural route service  
**Response:**  
You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
8. **Concern (Unfavorable):**  
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities  
**Response:**  
You expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately \$1.5 million. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize



9. **Concern (UnFavorable):**  
Customers were concerned about senior citizens  
**Response:**  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
10. **Concern (UnFavorable):**  
Customers expressed concern for loss of community identity  
**Response:**  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
11. **Concern (UnFavorable):**  
Customers expressed concern about having to erect a rural mailbox  
**Response:**  
You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located 7.9 miles away.
12. **Concern (UnFavorable):**  
Customer's wanted to know what can they do to save their Post Office.  
**Response:**  
You can fill out questionnaires and attendance at the community meeting.
13. **Concern (UnFavorable):**  
Customers asked why their post office was being discontinued while others were retained  
**Response:**  
You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
14. **Concern (UnFavorable):**  
Customers questioned the economic savings of the proposed discontinuance  
**Response:**  
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
15. **Concern (UnFavorable):**  
Customers wanted to know if they could choose who delivered their mail?  
**Response:**  
No, rural carriers bid on routes. Postmaster will address this issue with the carrier.
16. **Concern (UnFavorable):**  
During the recent ice storm customers complained they did not get mail.  
**Response:**  
MPOO addressed. The HCR drivers refused to drive with the bad weather conditions.
17. **Concern (UnFavorable):**  
Is the closing of Post Offices an President Obama initiative?  
**Response:**  
No
18. **Concern (UnFavorable):**  
Can't the US Government help the USPS? Such as a bailout?  
**Response:**  
We have asked for assistance. There has been no response to our requests.
19. **Concern (UnFavorable):**  
Customers expressed a concern for the loss of retail services.  
**Response:**  
Your Rural Carrier can provide any of the services that the retail units provide.
20. **Concern (UnFavorable):**  
If you lower the level of the office and reduce the hours could the office stay open?  
**Response:**  
No, it would still cost the Post Office money to continue to maintain this office
21. **Concern (UnFavorable):**  
Customers concerned about the additional work load for the carrier?  
**Response:**  
If the workload increases a route adjustment will be completed on the route to adjust the workload to another route
22. **Concern (UnFavorable):**

customers were concerned about loss of employment in the community.

**Response:**

You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

23. **Concern (UnFavorable):**

Customers wanted to know who owned the building and what was the amount of rent that was paid?

**Response:**

We are unable to answer that question. (FOI act)

24. **Concern (UnFavorable):**

What criteria was used to select this office for closing?

**Response:**

The office is vacant and earns less than 2 hours a day of workload.

25. **Concern (UnFavorable):**

Customers were concerned about later delivery of mail

**Response:**

You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

26. **Concern (UnFavorable):**

You expressed a concern that they requested and were denied rural delivery service

**Response:**

You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

27. **Concern (UnFavorable):**

Customer expressed a concern about irregular hours that the rural route serves the community

**Response:**

You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 7.90 miles away.

28. **Concern (UnFavorable):**

You were concerned about having to travel to another post office for service

**Response:**

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

29. **Concern (UnFavorable):**

85% of this community consist of the elderly. Some can not drive to the Cooper Post Office. What will be done for them?

**Response:**

The rural carrier can provide service to these customers

30. **Concern (UnFavorable):**

Customers expressed concern over the dependability of rural route service

**Response:**

You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

31. **Concern (UnFavorable):**

Customer expressed a concern about irregular hours that the rural route serves the community

**Response:**

You expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect

delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located 7.9 miles away.

32. **Concern (Unfavorable):**  
 The customers wanted to reduce the hours of the Post Office on a trail basis.

**Response:**  
 This suggestion should be included in your responses on your questionnaire.

33. **Concern (Unfavorable):**  
 Customers were concerned about mail security

**Response:**  
 You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

34. **Concern (Unfavorable):**  
 Customers have poor internet service.

**Response:**  
 We gave the customers the 1-800 number to contact the Postal Service.

35. **Concern (Unfavorable):**  
 Customer expressed a concern about leaving money in the mailbox

**Response:**  
 You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

36. **Concern (Unfavorable):**  
 Customers expressed concern about misdelivered mail

**Response:**  
 You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

37. **Concern (Unfavorable):**  
 Customers were concerned about obtaining services from the carrier

**Response:**  
 You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

#### **Nonpostal Concerns**



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01/28/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Lake Creek Methodist Church located at 569 FM 198 E on 02/23/2011 from 10:00 to 12:00 to answer questions and provide information about our service.

If you have any questions, you may contact Allison Rizan at (972) 393-6485.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

KAY VAUGHAN  
Manager, Post Office Operations



A. Office

Name: LAKE CREEK State: TX Zip Code: 75450  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: Ralph Hall County: Delta  
EAS Grade: 11 Finance Number: 484865  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Allison Rizan  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485

Date: 06/01/2011  
Fax No: (972)  
393-6336



Docket: 1369563  
Page Nbr: 28-1

April 25, 2011

The Honorable Herbert Brookshire  
Delta County Judge  
200 West Dallas Avenue  
Cooper, TX 75432-1774

Dear Judge Brookshire:

This is in response to your recent correspondence to the Postmaster General on behalf of the Delta County Commissioners Court, regarding the Ben Franklin, Enloe and Lake Creek Post Offices.

Thank you for sharing the February 28 Delta County Commissioners' Resolution opposing the closing of the Ben Franklin, Enloe and Lake Creek Post Offices. I recognize your interest in ensuring that the citizens of Delta County continue to have convenient access to essential postal services. As you may be aware, the U.S. Postal Service is an exceptional government agency in that we are totally self-supporting—all of our income is derived from the sale of our products and services, and not operational subsidies from taxpayers. The ongoing effects of the economic slowdown and the rate at which mail is migrating from traditional postal hard copy services to electronic media continue to negatively impact mail volume and the related revenue. Mail volume declined by 6.2 billion pieces in 2010, after a 26 billion piece decline in 2009. Despite increases in productivity and \$11 billion in cost savings over the past three years, the Postal Service experienced net losses of \$8.5 billion, \$3.8 billion, and \$2.8 billion for the years ended 2010, 2009, and 2008, respectively.

In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through such activities as mail processing consolidations and carrier route adjustments. We are also moving to better align our facility network to match today's community activity and usage.

As you are aware, the Postal Service is reviewing postal operations at the Ben Franklin, Enloe and Lake Creek Post Offices. The reviews are ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to the studies and customers will be notified in advance of any changes that may affect service in their area.

Page 2

Additionally, before a Post Office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for writing.

Sincerely,

**(signed)**

William J. Weagley  
Manager, Government Relations Response

bcc:

DEPUTY POSTMASTER GENERAL  
ROOM 10022

DISTRICT MANAGER  
DALLAS DISTRICT  
U S POSTAL SERVICE  
951 WEST BETHEL ROAD  
COPPELL TX 75099-9998

CONSUMER AFFAIRS MANAGER  
DALLAS DISTRICT  
U S POSTAL SERVICE  
951 WEST BETHEL ROAD  
COPPELL TX 75099-9631

557603-Key:POA-GR-03  
MISCELLANEOUS  
DUE 0324  
LMW 0405  
EVS 0425  
Vita 4/25



## RESOLUTION

TO: Ralph Hall, State Representative  
 John Cornyn, Senator  
 John Porter, Post Master General

RE: Resolution opposing Post Office Closings

WHEREAS, there are post offices, within Delta County, Texas, that are in danger of being permanently closed; and

WHEREAS, Delta County, with regards to its citizens, recognizes a need for these post offices to remain open;

NOW, THEREFORE, BE IT RESOLVED that Delta County Commissioners Court opposes the closing of the post offices located in:

BEN FRANKLIN, 75415  
 ENLOE, 75441  
 LAKE CREEK, 75450

DONE IN OPEN COURT, this 28 day of FEB, 2011 upon motion by  
RIP TEMPLATON seconded by MAX MOODY  
 and 5 members of the Court being present and voting "aye".

Herb Brookshire  
 Honorable Herb Brookshire, County Judge

Rip Templaton  
 Honorable Rip Templaton  
 Commissioner, Precinct 1

Wayne Poole  
 Honorable Wayne Poole  
 Commissioner, Precinct 3

Max Moody  
 Honorable Max Moody  
 Commissioner, Precinct 2

Mark Brantley  
 Honorable Mark Brantley  
 Commissioner, Precinct 4

## Proposal Checklist

### Section I

#### Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate

Nearest Post Office: office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

### Section II

#### Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

### Section III

#### Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-____, Minimum, no COLA)	\$ _____
Fringe benefits 33.5%	\$ _____
Rental costs, excluding utilities	\$ _____
Total annual costs	\$ _____
Less estimated cost of replacement service	- _____
Total annual savings	\$ _____

A one-time expense of \$ \_\_\_\_\_ will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPD.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator \_\_\_\_\_ Date \_\_\_\_\_

Reviewed and Certified By:

District PO Review Coordinator \_\_\_\_\_ Date \_\_\_\_\_



---

03/24/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the LAKE CREEK Post Office  
Docket No. 1369563

This is to advise you that on 03/30/2011, I will post for public comment a proposal to close the LAKE CREEK Post Office in Delta, Congressional District No. Ralph Hall.

If you have any questions, please call ALLISON RIZAN District Review Coordinator at (972) 393-6485

VICTOR BENAVIDES  
District Manager  
DALLAS PFC District

cc. Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal



03/24/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
LAKE CREEK Proposal  
Docket No. 1369563 - 75450

Please post the enclosed proposal to close the LAKE CREEK Post Office in the lobby. The proposal must be posted in a prominent place from 03/30/2011 through close of business on 05/31/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (972) 393-6485.

A handwritten signature in cursive script that reads "Allison Rizan".

ALLISON RIZAN  
Post Office Review Coordinator  
DALLAS PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

Date of Posting: 03/30/2011

Date of Removal: 05/31/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

To the customers of the Lake Creek Post Office:

The Postal Service is considering the close of the Lake Creek Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/30/2011 through 05/31/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Lake Creek Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

ALLISON RIZAN  
951 W BETHEL RD  
COPPELL, TX 75099-9331

For more information, you may call ALLISON RIZAN at (972) 393-6485 or write to the above address.

Thank you for your assistance.



KAY VAUGHAN  
951 W BETHEL RD  
COPPELL, TX 75099-9331

Date of Posting: 03/30/2011

Posting Round Date:

Date of Removal: 05/31/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1369563 - 75450

Docket: U46963 - 75430  
Issued Mar 11  
Page Nbr: 1

Date of Posting: 03/30/2011

Date of Removal: 05/31/2011



## UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
AND ESTABLISH  
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951 W BETHEL RD  
COPELL, TX 75099-9331



Date of Posting: 03/30/2011

Date of Removal: 05/31/2011



UNITED STATES POSTAL SERVICE

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THE LAKE CREEK, TX POST OFFICE  
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Date of Posting: 03/30/2011

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PROPOSAL TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
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SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1369563 - 75450

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Lake Creek, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Cooper Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on January 02, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Office does not earn 2 hours

The Lake Creek Post Office, an EAS-11 level, provides service from 08:00 to 15:45 Monday - Friday, 08:00 to 09:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 28 post office box or general delivery customers and 116 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 16 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$29,206 (76 revenue units) in FY 2008; \$20,857 (54 revenue units) in FY 2009; and \$26,505 (69 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 23, 2011, representatives from the Postal Service were available at Lake Creek Methodist Church located at 569 FM 198 F to answer questions and provide information to customers. 19 customer(s) attended the meeting.

On January 26, 2011, 144 questionnaires were distributed to delivery customers of the Lake Creek Post Office. Questionnaires were also available over the counter for retail customers at the Lake Creek Post Office. 53 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 30 unfavorable, and 19 expressed no opinion.

One congressional inquiry was received on April 25, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Cooper Post Office, an EAS-18 level office. Window service hours at the Cooper Post Office are from 08:00 16:00, Monday through Friday, and Closed on Saturday. There are 62 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community  |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located _____ miles away.      |
| 2. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community  |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the adminoffice post office located admindistance miles away. |
| 3. <b>Concern:</b> | Customer expressed a concern about leaving money in the mailbox   |
| <b>Response:</b>   | The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.  |
| 4. <b>Concern:</b> | Customer expressed a concern about package delivery and pickup  |

**Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

5. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

**Response:** The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

6. **Concern:** Customers expressed concern about having to erect a rural mailbox

**Response:** The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located \_\_\_\_\_ miles away.

7. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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9. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail

**Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

10. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

11. **Concern:** Customers expressed concern over the dependability of rural route service

- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
12. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
13. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the
- Response:**
14. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
15. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
16. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
17. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
18. **Concern:** 85% of this community consist of the elderly. Some can not drive to the Cooper Post Office. What will be done for them?
- Response:** The rural carrier can provide service to these customers.
19. **Concern:** Can the rural carrier deliver the mail to the Post Office Boxes?
- Response:** No, because we would still have to maintain the building.

20. **Concern:** Can't the US Government help the USPS? Such as a bailout?
- Response:** We have asked for assistance. There has been no response to our requests.
21. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
22. **Concern:** Customers concerned about the additional work load for the carrier?
- Response:** If the workload increases a route adjustment will be completed on the route to adjust the workload to another route.
23. **Concern:** Customers expressed a concern for the loss of retail services.
- Response:** The customer r Rural Carrier can provide any of the services that the retail units provide.
24. **Concern:** Customers expressed concern about misdelivered mail
- Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
25. **Concern:** Customers have poor internet service.
- Response:** We gave the customers the 1-800 number to contact the Postal Service.
26. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
27. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities
- Response:** The customer expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
28. **Concern:** Customers wanted to know if they could choose who delivered their mail?
- Response:** No, rural carriers bid on routes. Postmaster will address this issue with the carrier.
29. **Concern:** Customer's wanted to know what can they do to save their Post Office.
- Response:** The customer can fill out questionnaires and attendance at the community meeting.
30. **Concern:** Customers wanted to know who owned the building and what was the amount of rent that was paid?

**Response:** We are unable to answer that question. (FOI act)

31 **Concern:** Customers were concerned about later delivery of mail

**Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

32. **Concern:** Customers were concerned about obtaining services from the carrier

**Response:** The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

33. **Concern:** Customers were concerned about permit mailing

**Response:** The customer expressed a concern about permit mailing that was input at the suspended Post Office. Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

34. **Concern:** During the recent ice storm customers complained they did not get mail.

**Response:** MPOO addressed, The HCR drivers refused to drive with the bad weather conditions.

35. **Concern:** If you lower the level of the office and reduce the hours could the office stay open?

**Response:** No, it would still cost the Post Office money to continue to maintain this office.

36. **Concern:** Is the closing of Post Offices an President Obama Initiative?

**Response:** No

37. **Concern:** The customers wanted to reduce the hours of the Post Office on a trail basis.

**Response:** This suggestion should be Included in your responses on your questionnaire.

38. **Concern:** What criteria was used to select this office for closing?

**Response:** The office is vacant and earns less then 2 hours aday of workload.

39. **Concern:** You expressed a concern that they requested and were denied rural delivery service

**Response:** The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.



**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Lake Creek is an unincorporated community located in Delta County. The community is administered politically by Delta County. Police protection is provided by the Delta Sheriff Office. Fire protection is provided by the Cooper Fire Department. The community is comprised of retirees 75%, commuters 10%, farmers 15%, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: No Businesses. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Lake Creek Post Office will be available at the Cooper Post Office. Government forms normally provided by the Post Office will also be available at the Cooper Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |                    |  |
|--------------------|--|
| 1. <b>Concern:</b> | Customer expressed a concern about their 911 address   |
| <b>Response:</b>   | The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on January 02, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 42,134 with a breakdown as follows:

Postmaster Salary (FAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Annual Lease Costs	<u>+ \$ 6,300</u>
Total Annual Costs	\$ 47,007
Less Annual Cost of Replacement Service	<u>- \$ 4,873</u>
Total Annual Savings	<u>\$ 42,134</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Lake Creek, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Cooper Post Office, located eight miles away.

The postmaster retired on January 02, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Lake Creek Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 116 delivery route customers. The daily retail window transactions averaged 16. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$42,134 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Lake Creek Post Office and Cooper Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



KAY VAUGHAN  
Manager, Post Office Operations

03/30/2011  
Date





05/11/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 05/31/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

ALLISON RIZAN  
Post Office Review Coordinator  
951 W BETHLE RD  
COPPELL, TX 75099-9331



A. Office

Name: LAKE CREEK State: TX Zip Code: 75450  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: Ralph Hall County: Delta  
EAS Grade: 11 Finance Number: 484865  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Allison Rizan  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485

Date: 06/02/2011  
Fax No. (972)  
393-6336

Date of Posting: 03/30/2011

Date of Removal: 05/31/2011



UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

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Docket: 1369563-75450

Item Nbr: 36

Page: 2

Date of Posting: 03/30/2011

Posting Round Date.



Date of Removal: 05/31/2011

Removal Round Date.



PROPOSAL TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1369563 - 75450

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Lake Creek, TX Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Cooper Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on January 02, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The Office is being studied for possible closing or consolidation due to the following reasons: Office does not earn 2 hours

The Lake Creek Post Office, an EAS-11 level, provided service from 08:00 to 15:45 Monday - Friday, 08:00 to 09:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 28 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 16 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$29,206 (76 revenue units) in FY 2008; \$20,857 (54 revenue units) in FY 2009; and \$26,505 (69 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 23, 2011, representatives from the Postal Service were available at Lake Creek Methodist Church located at 569 FM 198 E to answer questions and provide information to customers. 19 customer(s) attended the meeting.

On January 26, 2011, 144 questionnaires were distributed to delivery customers of the Lake Creek Post Office. Questionnaires were also available over the counter for retail customers at the Lake Creek Post Office. 53 questionnaires were returned. 4 responses were favorable, 30 unfavorable, and 19 expressed no opinion regarding the proposed alternate service.

If this proposal is implemented, delivery and retail services will be provided by the Cooper Post Office, an EAS-18 level office. Window service hours at the Cooper Post Office are from 08:00-16:00, Monday through Friday, and Closed on Saturday. There are 62 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- |                |   |
|----------------|---|
| 1.    Concern: | Customer expressed a concern about irregular hours that the rural route serves the community  |
| Response:      | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located _____ miles away.      |
| 2.    Concern: | Customer expressed a concern about irregular hours that the rural route serves the community  |
| Response:      | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the adminoffice post office located admindistance miles away. |
| 3.    Concern: | Customer expressed a concern about leaving money in the mailbox   |
| Response:      | The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.  |
| 4.    Concern: | Customer expressed a concern about package delivery and pickup  |



- Response: The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
- Concern: Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response: The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
1. Concern: Customers expressed concern about having to erect a rural mailbox
- Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located \_\_\_\_\_ miles away.
2. Concern: Customers expressed concern for loss of community identity
- Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. Concern: Customers expressed concern for loss of community identity
- Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspended in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
4. Concern: Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail
- Response: The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
10. Concern: Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response: The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
11. Concern: Customers expressed concern over the dependability of rural route service

- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
- 1.2 **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
- 1.3 **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the
- Response:**
- 1.4 **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
- 1.5 **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- 1.6 **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- 1.7 **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- 1.8 **Concern:** 85% of this community consist of the elderly. Some can not drive to the Cooper Post Office. What will be done for them?
- Response:** The rural carrier can provide service to these customers.
- 1.9 **Concern:** Can the rural carrier deliver the mail to the Post Office Boxes?
- Response:** No, because we would still have to maintain the building

20. **Concern:** Can't the US Government help the USPS? Such as a bailout?
- Response:** We have asked for assistance. There has been no response to our requests.
21. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
22. **Concern:** Customers concerned about the additional work load for the carrier?
- Response:** If the workload increases a route adjustment will be completed on the route to adjust the workload to another route.
23. **Concern:** Customers expressed a concern for the loss of retail services
- Response:** The customer r Rural Carrier can provide any of the services that the retail units provide.
24. **Concern:** Customers expressed concern about misdelivered mail
- Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
25. **Concern:** Customers have poor internet service.
- Response:** We gave the customers the 1-800 number to contact the Postal Service.
26. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
27. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities
- Response:** The customer expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
28. **Concern:** Customers wanted to know if they could choose who delivered their mail?
- Response:** No, rural carriers bid on routes. Postmaster will address this issue with the carrier.
29. **Concern:** Customer's wanted to know what can they do to save their Post Office
- Response:** The customer can fill out questionnaires and attendance at the community meeting.
30. **Concern:** Customers wanted to know who owned the building and what was the amount of rent that was paid?

- Response: We are unable to answer that question (FOI act)
31. Concern: Customers were concerned about later delivery of mail
- Response: The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
32. Concern: Customers were concerned about obtaining services from the carrier
- Response: The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.
- PURCHASING STAMPS BY MAIL**  
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some imm
33. Concern: Customers were concerned about permit mailing
- Response: The customer expressed a concern about permit mailing that was input at the suspended Post Office. Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
34. Concern: During the recent ice storm customers complained they did not get mail.
- Response: MPOD addressed, The HCR drivers refused to drive with the bad weather conditions.
35. Concern: If you lower the level of the office and reduce the hours could the office stay open?
- Response: No, it would still cost the Post Office money to continue to maintain this office
36. Concern: Is the closing of Post Offices an President Obama initiative?
- Response: No
37. Concern: The customers wanted to reduce the hours of the Post Office on a trail basis.
- Response: This suggestion should be included in your responses on your questionnaire.
38. Concern: What critia was used to select this office for closing?
- Response: The office is vacant and earns less than 2 hours aday of workload.

39. Concern:

You expressed a concern that they requested and were denied rural delivery service

Response:

The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

Some advantages of the proposal are:

1. The carrier provides retail services, alleviating the need to go to the Post Office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier.
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Lake creek is not an incorporated community located in Delta County. The community is administered politically by Delta County. Police protection is provided by the Delta Sheriff Office. Fire protection is provided by the Cooper Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: No Businesses. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Lake creek Post Office will be available at the Cooper Post Office. Government forms normally provided by the Post Office will also be available at the Cooper Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |             |  |
|-------------|--|
| 1. Concern: | Customer expressed a concern about their 911 address.  |
| Response:   | The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. |

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on January 02, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 42,134 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Rental Costs, Excluding Utilities	<u>+ \$ 6,300</u>
Total Annual Costs	\$ 47,007
Less Annual Cost of Replacement Service	<u>- \$ 4,873</u>
Total Annual Savings	<u>\$ 42,134</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Lake creek, TX Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Cooper Post Office, located eight miles away.

The postmaster retired on January 02, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Lake creek Post Office provided delivery service to no customers and 28 PO Box customers. The daily retail window transactions averaged 16. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$42,134 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Lake creek Post Office and Cooper Post Office during normal office hours.

B. This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

KAY VAUGHAN  
KAY VAUGHAN  
Manager, Post Office Operations

03/29/2011  
Date

Date of Posting: 03/30/2011

Date of Removal: 05/31/2011



UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

To the customers of the Lake Creek Post Office:

The Postal Service is considering the close of the Lake Creek Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/30/2011 through 05/31/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Lake Creek Post Office and Cooper Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

ALLISON RIZAN  
951 W BETHEL RD  
COPELL, TX 75089-0331

For more information, you may call ALLISON RIZAN at (872) 383-6486 or write to the above address.

Thank you for your assistance.

KAY VAUGHAN  
951 W BETHEL RD  
COPELL, TX 75089-0331



Docket: 1369563-75450

Item Nbr: 36

Page: 12

Date of Posting: 03/30/2011

Posting Round Date:

Date of Removal: 05/31/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1369563 - 75450

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Lake Creek, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Cooper Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on January 02, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Office does not earn 2 hours

The Lake Creek Post Office, an EAS-11 level, provides service from 08:00 to 15:45 Monday - Friday, 08:00 to 09:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 28 post office box or general delivery customers and 116 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 16 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$29,206 ( 76 revenue units) in FY 2008; \$20,857 ( 54 revenue units) in FY 2009; and \$26,505 ( 69 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 23, 2011, representatives from the Postal Service were available at Lake Creek Methodist Church located at 569 FM 198 E to answer questions and provide information to customers. 19 customer(s) attended the meeting.

On January 26, 2011, 144 questionnaires were distributed to delivery customers of the Lake Creek Post Office. Questionnaires were also available over the counter for retail customers at the Lake Creek Post Office. 53 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 30 unfavorable, and 19 expressed no opinion.

One congressional inquiry was received on April 25, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Cooper Post Office, an EAS-18 level office. Window service hours at the Cooper Post Office are from 08:00 16:00, Monday through Friday, and Closed on Saturday. There are 62 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community  |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located _____ miles away.      |
| 2. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community  |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often affect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the adminoffice post office located admindistance miles away. |
| 3. <b>Concern:</b> | Customer expressed a concern about leaving money in the mailbox   |
| <b>Response:</b>   | The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.  |
| 4. <b>Concern:</b> | Customer expressed a concern about package delivery and pickup  |

**Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

5. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

**Response:** The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

6. **Concern:** Customers expressed concern about having to erect a rural mailbox

**Response:** The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located \_\_\_\_\_ miles away.

7. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

8. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspended in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

9. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail

**Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

10. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

11. **Concern:** Customers expressed concern over the dependability of rural route service

Response:

The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

12. Concern:

Customers inquired about mailbox installation and maintenance

Response:

The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

13. Concern:

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

14. Concern:

Customers were concerned about loss of employment in the community

Response:

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

15. Concern:

Customers were concerned about mail security

Response:

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

16. Concern:

Customers were concerned about senior citizens

Response:

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

17. Concern:

You were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

18. Concern:

85% of this community consist of the elderly. Some can not drive to the Cooper Post Office. What will be done for them?

Response:

The rural carrier can provide service to these customers.

19. Concern:

Can the rural carrier deliver the mail to the Post Office Boxes?

Response:

No, because we would still have to maintain the building.

20. Concern: Can't the US Government help the USPS? Such as a bailout?
- Response: We have asked for assistance. There has been no response to our requests.
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- Response: The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
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23. Concern: Customers expressed a concern for the loss of retail services.
- Response: The customer r Rural Carrier can provide any of the services that the retail units provide.
24. Concern: Customers expressed concern about misdelivered mail
- Response: The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
25. Concern: Customers have poor internet service.
- Response: We gave the customers the 1-800 number to contact the Postal Service.
26. Concern: Customers questioned the economic savings of the proposed discontinuance
- Response: The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
27. Concern: Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities
- Response: The customer expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
28. Concern: Customers wanted to know if they could choose who delivered their mail?
- Response: No, rural carriers bid on routes. Postmaster will address this issue with the carrier.
29. Concern: Customer's wanted to know what can they do to save their Post Office.
- Response: The customer can fill out questionnaires and attendance at the community meeting.
30. Concern: Customers wanted to know who owned the building and what was the amount of rent that was paid?

Response: We are unable to answer that question. (FOI act)

31 Concern: Customers were concerned about later delivery of mail

Response: The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

32 Concern: Customers were concerned about obtaining services from the carrier

Response: The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

33 Concern: Customers were concerned about permit mailing

Response: The customer expressed a concern about permit mailing that was input at the suspended Post Office. Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

34 Concern: During the recent ice storm customers complained they did not get mail.

**Response:** MPOO addressed, The HCR drivers refused to drive with the bad weather conditions.

35 **Concern:** If you lower the level of the office and reduce the hours could the office stay open?

**Response:** No, it would still cost the Post Office money to continue to maintain this office.

36. **Concern:** Is the closing of Post Offices an President Obama initiative?

**Response:** No

37. **Concern:** The customers wanted to reduce the hours of the Post Office on a trail basis.

**Response:** This suggestion should be included in your responses on your questionnaire.

38. **Concern:** What critia was used to select this office for closing?

**Response:** The office is vacant and eams less then 2 hours aday of workload.

39. **Concern:** You expressed a concern that they requested and were denied rural delivery service

**Response:** The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Lake Creek is an unincorporated community located in Delta County. The community is administered politically by Delta County. Police protection is provided by the Delta Sheriff Office. Fire protection is provided by the Cooper Fire Department. The community is comprised of retirees 75%, commuters 10%, farmers 15%, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: No Businesses. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Lake Creek Post Office will be available at the Cooper Post Office. Government forms normally provided by the Post Office will also be available at the Cooper Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |             |  |
|-------------|--|
| 1. Concern: | Customer expressed a concern about their 911 address   |
| Response:   | The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.



### III. EFFECT ON EMPLOYEES

The postmaster retired on January 02, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 42,134 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Annual Lease Costs	<u>+ \$ 6,300</u>
Total Annual Costs	\$ 47,007
Less Annual Cost of Replacement Service	<u>- \$ 4,873</u>
Total Annual Savings	<u>\$ 42,134</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Lake Creek, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Cooper Post Office, located eight miles away.

The postmaster retired on January 02, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Lake Creek Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 116 delivery route customers. The daily retail window transactions averaged 16. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$42,134 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Lake Creek Post Office and Cooper Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



KAY VAUGHAN  
Manager, Post Office Operations

03/30/2011  
Date

**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 05/11/2011

Postal Customers of the Lake creek Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to consolidate the Lake creek Post Office, which was posted 03/30/2011 through 05/31/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Lake creek Post Office who disagrees will have the right to appeal that decision to the Postal Rate Commission in Washington, DC.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

KAY VAUGHAN  
951 W 8ETHEL RD  
COPPELL, TX 75099-9331

Item 38

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the LAKE CREEK Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I mail pkgs about 3 times a week at this Lake Creek PO. all are e bay and the computer address are at Lake Creek. I cant climb those Cooper 80 steps with all my pkgs. Sometimes 25 sometimes 10.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

all the people in the community are mostly older people and they cant drive that fast and climb those steps.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It seems like this Lake Creek PO would be a good location for this community also. Enloe people could trade here. We also get people on Cooper Rt that dont want to go into Cooper.

Dorothy Runanin

Name of Postal Customer

PO Box 3

Dorothy Runanin

Signature of Postal Customer

Mailing Address

Lake Creek Id 75450

City, State, and ZIP Code

3-31-11

Date



05/12/2011

DUNANI, DOROTHY

POST OFFICE BOX 3  
COOPER, TX 75450

Dear Postal Service Customer

Thank you for taking the time to submit your comments on the proposal to consolidate the LAKE CREEK. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the LAKE CREEK Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This takes away our identity. and we will no longer have our security. we depended on the P.O. Box for the security and a lot of our customers had a favorable view of the USPS. Money can't buy that. There is no way to recoup the loss of our community identity.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Don't you understand what a loss this is to us. and what a Move of our Mail System to less than the great service we were so appreciative of. You are going to SAVE very small amount \$\$\$ and lose way more. What is next. NO USPS in our Comts

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Lake Creek Postoffice was built in 1986 and the community office has been here since 1886... closing a service that cost very little to maintain. What a shame that USPS cares not what an impact this is to small communities

Lincoln Baker

Name of Postal Customer

PO Box 63

Signature of Postal Customer

Mailing Address

Lake Creek Tx 75450

City, State, and ZIP Code

05/05/2011

Date

over  
✓

I wish that the closing of  
USPS in Lake Creek would

Save Money. But it will  
make very little impact on the  
Dallas District

Small Offices are not your  
problem. The waste of it  
all is way greater than Lake Creek

\$30000 a year is not a drop in the  
Budget. Keep on @ the rate you are  
going and some day people will just  
remember that once upon time the

American People had a great Mail Service  
But it will be to late. Not everyone

used a computer and I guess used  
well we can have FedX or UPS.

This makes Me Sad that one little  
chip @ a time the USPS is going to  
become less than The Universal Service  
that we once upon a time Had



05/12/2011

LINDA BAKER

POST OFFICE BOX 63  
LAKE CREEK, TX 75450

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the LAKE CREEK. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-8485.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX. 75099-9331

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the LAKE CREEK Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

*If something is important and needs attention now if Lake Creek isn't then we would not be able to take care of it. We are Sr Citizen and sometimes we get important papers. We also send packages 3 to 4 times a month to family out of state*

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

*This is a Sr Citizen Community. People live here because it is a small and good community and convenient post office*

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*The convenience of Lake Creek and the helpful people that work there make this a great small town. I also do not believe in putting checks in my mailbox to pay bills or buy stamps. That is something you just don't do.*

*JANICE @H*

Name of Postal Customer

*Janice Ott*

Signature of Postal Customer

*102 CR 4385*

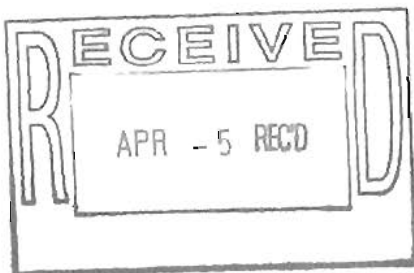
Mailing Address

*Lake Creek, TX 75450*

City, State, and ZIP Code

*4-3-11*

Date







05/12/2011

OTT, JANICE

102 CR 4385  
COOPER, TX 75450

Dear Postal Service Customer,

Thank you for taking the time to submit your comments on the proposal to consolidate the LAKE CREEK. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX. 75099-9331

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the LAKE CREEK Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

1. IT IS CLOSER TO MY HOME THAN ANY OTHER Post office.

2. NO LONG LINES TO WAIT IN. - NO STEPS TO CLIMB.

3. HOME TOWN feel - FIRST NAME BASIS.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

1. Loss of identity.

2. Loss sense of Pride.

3. Loss of MORE precise location of where you live,

NO EXTRA  
WASTED  
HIGH  
PRICE  
GAS

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal

By discontinuing LAKE Creek post office and the other ones - this is a step in the wrong direction. This day and age we need to be more community oriented!

RANDY WICKS

Name of Postal Customer

Randy Wicks

Signature of Postal Customer

10477 FM 895

Mailing Address

LAKE Creek, TEX. 75450

City, State, and ZIP Code

4-20-2011

Date



05/12/2011

RANDY WICKS

10477 FM 895  
LAKE CREEK, TX 75450

Dear Postal Service Customer

Thank you for taking the time to submit your comments on the proposal to consolidate the LAKE CREEK. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the LAKE CREEK Post Office.

1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The people at Lake Creek PO is down to earth good people. Once you can trust & don't just push you out. I like the way the office is built one step like the one in Cooper trust us order folks

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our Community loves our Post office here cause its handy & we don't have far to drive & a road having to drive all the way to Cooper & theres times I just won't go.

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Like I said the folks in this Lake Creek PO are very well liked. Very friendly always with a smile. The mail is handled very well. I never have any problems with my mail there. We need to keep our Post office. Please

Name of Postal Customer

Angie Smith

Signature of Postal Customer

Angie Smith

Mailing Address

POB 4 Lake Creek TX 75450 4-4-2011

City, State, and ZIP Code

Date



05/12/2011

SMITH, ANGE

POB 4

LAKE CREEK, TX 75450

Dear Postal Service Customer,

Thank you for taking the time to submit your comments on the proposal to consolidate the LAKE CREEK. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the LAKE CREEK Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Negative

- I have to go 20-25mins to get packages
- Anything left at the house may get damaged/ stolen
- It's convenient where it's at - I mail/receive a lot

Positive

- I won't pay for a Po box anymore saving me 30+ \$ a yr. I won't drive out of my way for that

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

You putting everyone out of their way to get their mail. Many of us don't have another Po box to or from work that we even pass.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

At least leave the Po boxes & do a survey to see how much business you do @ what times. You can stay open then & decrease expense that way.

Kimberly White

Name of Postal Customer

Kimberly White

Signature of Postal Customer

Po Box 44

Mailing Address

Lake Creek, tx 75450

City, State, and ZIP Code

01 April 2011

Date



05/12/2011

WHITE, KIMBERLY

POST OFFICE BOX 44  
COOPER, TX 75450

Dear Postal Service Customer,

Thank you for taking the time to submit your comments on the proposal to consolidate the LAKE CREEK. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the LAKI CREEK Post Office.

1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

*I mail alot of packages thru Lake Creek PO - I print postage online + then take them to the P.O. I can not climb steps @ Cooper PO or lift those heavy boxes.*

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

*Lake Creek will cease to exist if you take our post office away. We need our P.O. Box we can not have a regular mailbox because it gets vandalized.*

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*Please leave Lake Creek as Enloe post office - Don't take both away from us. We need at least one.*

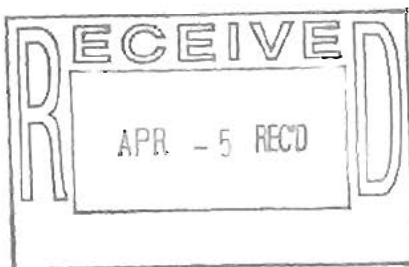
*Misty Whitener*  
Name of Postal Customer

*[Signature]*  
Signature of Postal Customer

*P.O. Box 4*  
Mailing Address

*Lake Creek TX 75450*  
City, State, and ZIP Code

*4-2-11*  
Date







05/12/2011

WHITENER, MISTY

POST OFFICE BOX 04

COOPER, TX 75450

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the LAKE CREEK. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

Manager, Post Office Operations  
951 W Bethel Rd  
Coppell, TX, 75099-9331



A. Office

Name: LAKE CREEK State: TX Zip Code: 75450  
Area: SOUTHWEST District: DALLAS PFC  
Congressional District: Ralph Hall County: Delta  
EAS Grade: 11 Finance Number: 484865  
Post Office ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Allison Rizan  
Title: DALLAS PFC Post Office Review Coordinator  
Tele No: (972) 393-6485

Date: 06/01/2011  
Fax No: (972) 393-6336

## Analysis of 60-Day Posting Comments

### Number of comments returned

Total questionnaires distributed	7
Favorable comments	0
Unfavorable comments	7
No opinion expressed	0
Total comments returned	7

### Postal Concerns

The following postal concerns were expressed

- Concern (Unfavorable):**  
 Customers were concerned about senior citizens

**Response:**  
 You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Concern (Unfavorable):**  
 You were concerned about having to travel to another post office for service

**Response:**  
 Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- Concern (Unfavorable):**  
 Customers were concerned about senior citizens

**Response:**  
 You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Concern (Unfavorable):**  
 Customers expressed concern for loss of community identity

**Response:**  
 You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Concern (Unfavorable):**  
 You were concerned about having to travel to another post office for service

**Response:**  
 Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
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- Concern (Unfavorable):**  
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### Nonpostal Concerns

The following nonpostal concerns were expressed



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06/01/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
LAKE CREEK  
Docket Number 1369563 - 75450

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in black ink, reading "Victor H. Benavides", written over a horizontal line.

VICTOR H BENAVIDES  
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: LAKE CREEK, TX, 76450-9998

EAS Level: 11

District: DALLAS PFC

County: Delta

Congressional District: Ralph Hall

Proposal: ☒ Close ☐ Consolidate

Reason For Proposal: retired

Alternate Service Proposed: Rural Route Service

Customers Affected:

Post Office Box: 28

General Delivery: 0

Rural Route: 0

Highway Contract Route (HCR): 0

City Route: 0

Intermediate Rural: 0

Intermediate HCR: 0

Total number of customers: 28

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
01/02/2009	Postmaster vacancy occurred. Reason: retired
	OIC Career: 0 Noncareer: 1 Other Employees: 1
12/03/2010	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 144 Number Returned: 53
01/26/2011	Analysis: Favorable 4 Unfavorable 30 No Opinion 19
	Petition received. Number of signatures: 0
	Concerns expressed:
04/25/2011	Congressional inquiry received: Yes
	Concerns expressed:
	Customers do not want their Post Office to close.
05/17/2011	Proposal and checklist sent to district for review.
	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
03/28/2011	Proposal and invitation for comments posted and round-dated.
03/17/2011	Proposal and invitation for comments removed and round-dated.
08/01/2011	Comment Analysis: Favorable 0 Unfavorable 7 No Opinion 0 7
None	Premature PRC appeal received
	Concerns expressed:
02/08/2011	Updated PS Form 4920 completed (if necessary).
	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

ALLISON RIZAN  
Name/Title

ALLISON RIZAN  
District Post Office Review Coordinator

(972) 393-8485  
Telephone Number

(972) 393-8485  
Telephone Number

Date of Posting: 07/01/2011

Posting Round Date:



Date of Removal: 08/02/2011

Removal Round Date:



FINAL DETERMINATION TO CLOSE  
THE LAKE CREEK, TX POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1369563 - 75450

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Lake Creek, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Cooper Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on January 02, 2009. An employee from a neighboring office may have been installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for closing or consolidation due to the following reasons: Office does not earn 2 hours

The Lake Creek Post Office, an EAS-11 level, provided service from 08:00 to 16:45 Monday - Friday, 08:00 to 09:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 28 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 16 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$29,208 ( 76 revenue units) in FY 2008; \$20,857 ( 54 revenue units) in FY 2009; and \$26,505 ( 69 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 23, 2011, representatives from the Postal Service were available at Lake Creek Methodist Church located at 569 FM 198 E to answer questions and provide information to customers. 19 customer(s) attended the meeting.

On January 26, 2011, 144 questionnaires were distributed to delivery customers of the Lake Creek Post Office. Questionnaires were also available over the counter for retail customers at the Lake Creek Post Office. 53 questionnaires were returned. 4 responses were favorable, 30 unfavorable, and 19 expressed no opinion regarding the proposed alternate service.

One congressional inquiry was received on April 25, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Cooper Post Office, an EAS-18 level office. Window service hours at the Cooper Post Office are from 08:00 16:00, Monday through Friday, and Closed on Saturday. There are 62 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |                    |  |
|--------------------|--|
| 1. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community   |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located _____ miles away.         |
| 2. <b>Concern:</b> | Customer expressed a concern about irregular hours that the rural route serves the community   |
| <b>Response:</b>   | The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located admindistance miles away. |
| 3. <b>Concern:</b> | Customer expressed a concern about leaving money in the mailbox  |
| <b>Response:</b>   | The customer also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the suspended Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.   |
| 4. <b>Concern:</b> | Customer expressed a concern about package delivery and pickup   |

- Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
5. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response:** The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
6. **Concern:** Customers expressed concern about having to erect a rural mailbox
- Response:** The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office located \_\_\_\_\_ miles away.
7. **Concern:** Customers expressed concern for loss of community identity
- Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
8. **Concern:** Customers expressed concern for loss of community identity
- Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspended in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
9. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
10. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
11. **Concern:** Customers expressed concern over the dependability of rural route service



**Response:**

The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

**12. Concern:**

Customers inquired about mailbox installation and maintenance

**Response:**

The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

**13. Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the

**Response:**

**14. Concern:**

Customers were concerned about loss of employment in the community

**Response:**

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

**15. Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

**16. Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

**17. Concern:**

You were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

**18. Concern:**

85% of this community consist of the elderly. Some can not drive to the Cooper Post Office. What will be done for them?

**Response:**

The rural carrier can provide service to these customers.

**19. Concern:**

Can the rural carrier deliver the mail to the Post Office Boxes?

**Response:**

No, because we would still have to maintain the building.

20. **Concern:** Can't the US Government help the USPS? Such as a bailout?
- Response:** We have asked for assistance. There has been no response to our requests.
21. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
22. **Concern:** Customers concerned about the additional work load for the carrier?
- Response:** If the workload increases a route adjustment will be completed on the route to adjust the workload to another route.
23. **Concern:** Customers expressed a concern for the loss of retail services.
- Response:** The customer r Rural Carrier can provide any of the services that the retail units provide.
24. **Concern:** Customers expressed concern about misdelivered mail
- Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
25. **Concern:** Customers have poor internet service.
- Response:** We gave the customers the 1-800 number to contact the Postal Service.
26. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
27. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities
- Response:** The customer expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
28. **Concern:** Customers wanted to know if they could choose who delivered their mail?
- Response:** No, rural carriers bld on routes. Postmaster will address this issue with the carrier.
29. **Concern:** Customer's wanted to know what can they do to save their Post Office.
- Response:** The customer can fill out questionnaires and attendance at the community meeting.
30. **Concern:** Customers wanted to know who owned the building and what was the amount of rent that was paid?

**Response:**

We are unable to answer that question. (FOI act)

31. **Concern:**

Customers were concerned about later delivery of mail

**Response:**

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

32. **Concern:**

Customers were concerned about obtaining services from the carrier

**Response:**

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some imm

33. **Concern:**

Customers were concerned about permit mailing

**Response:**

The customer expressed a concern about permit mailing that was input at the suspended Post Office. Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

34. **Concern:**

During the recent ice storm customers complained they did not get mail.

**Response:**

MPOO addressed, The HCR drivers refused to drive with the bad weather conditions.

35. **Concern:**

If you lower the level of the office and reduce the hours could the office stay open?

**Response:**

No, It would still cost the Post Office money to continue to maintain this office.

36. **Concern:**

Is the closing of Post Offices an President Obama initiative?

**Response:**

No

37. **Concern:**

The customers wanted to reduce the hours of the Post Office on a trial basis.

**Response:**

This suggestion should be included in your responses on your questionnaire.

38. **Concern:**

What critia was used to select this office for closing?

**Response:**

The office is vacant and earns less then 2 hours aday of workload.

**3B. Concern:**

You expressed a concern that they requested and were denied rural delivery service

**Response:**

The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

**Some advantages of the final determination are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the final determination are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this final determination.

This final determination to close the Lake Creek Post Office was posted with an invitation for comment at the Lake Creek Post Office and Cooper Post Office from March 30, 2011 to May 31, 2011. The following additional concerns were received during the proposal posting period:

NONE

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Lake Creek is not an incorporated community located in Delta County. The community is administered politically by Delta County. Police protection is provided by the Delta Sheriff Office. Fire protection is provided by the Cooper Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: No Businesses. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Lake Creek Post Office will be available at the Cooper Post Office. Government forms normally provided by the Post Office will also be available at the Cooper Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |             |  |
|-------------|--|
| 1. Concern: | Customer expressed a concern about their 911 address   |
| Response:   | The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on January 02, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 42,134 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,482
Fringe Benefits @ 33.6%	\$ 10,215
Annual Lease Costs	<u>+ \$ 6,300</u>
Total Annual Costs	\$ 47,007
Less Annual Cost of Replacement Service	<u>- \$ 4,873</u>
Total Annual Savings	<u>\$ 42,134</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service has determined to close the Lake Creek, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Cooper Post Office, located eight miles away.

The postmaster retired on January 02, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Lake Creek Post Office provided delivery service to no customers and 28 PO Box customers. The daily retail window transactions averaged 16. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$42,134 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Lake Creek Post Office and Cooper Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Lake Creek Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Lake Creek Post Office and Cooper Post Office during normal office hours.



Dean J. Grannholm  
Vice President of Delivery and Post Office Operations

06/30/2011  
Date